



| **Childcare** | **Breakfast Clubs** | **Lunch Clubs** | **PPA Cover** | **After School Clubs** | **Holiday Camps** |

Xtra Time Kidz Club & 1st Touch Coaching Terms & Conditions

- *Standardised T&C for all clubs*
- *Online Bookings*
- *Invoices*
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- *Cookie Policy & Privacy Policy*
- *Xtra Time Wrap Around Care*
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- *Registers and collections*
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- *Snacks and drinks*
- *Activities/Provisions*
- *Behaviour*
- *Health & Safety*
- *First aid*
- *Staffing*

Standardised Terms & Condition for all clubs:

- Places are subject to availability.
- Places are booked on a first come first served basis.
- All sections of the booking form must be completed to secure your booking.
- **By signing and submitting an online booking form you automatically agree to all Xtra Time Kidz Club/1st Touch Coaching Terms and Conditions.**
- **All bookings must always be paid in full before attending any club.**
- **No Booking form, No play!** We need your authorisation as the parent/carer to confirm that your child can attend our club by means of a completed booking form each half term.
- This is for your child's safety, in order for Xtra Time Kidz Club/1st Touch Coaching to provide the best service, and to safeguard the children in our care we need a completed booking form informing Xtra Time Kidz Club/1st Touch Coaching of any medical condition(s), Special Educational Needs (SEN), allergies and emergency contact information for parents/carers before your child can attend any club.
- **No walk in bookings!** Bookings must be made prior to attending any club. We need to ensure we have the correct adult to child ratios, and will only bring in additional staff members if bookings have been made before the cut off (This varies for each club). Where possible we will always try to accommodate, please call for more information.
- For all online bookings, a booking confirmation email will always be sent on completion of your online booking form. If you do not receive this please get in contact with the office.
- Parents/carers must complete their booking form as honestly and accurately as possible and understand that Xtra Time Kidz Club/1st Touch Coaching can only provide the best service based upon the information you, the Parents/Carers provide. If your child has any special requirements, for example toileting or SEN, it is the parent/carer's responsibility to have added this information in the additional comments section above.
- **All bookings are non refundable.**
- Parents/carers consent to Xtra Time Kidz Club/1st Touch Coaching staff to act to the best of their ability in an accident / emergency situation.



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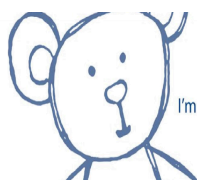
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- It is the parents/carers responsibility to inform Xtra Time Kidz Club/1st Touch Coaching of any changes to their children's medical condition(s).
- It is the parents/carers responsibility to inform Xtra Time Kidz Club/1st Touch Coaching of any changes to their children's SEN (Special Educational Needs) requirements.
- Some clubs may only be opened to specific groups, i.e. Year 1 & 2 or girls only football. Please refer to booking forms for your child's specified club to confirm what groups each club is opened up to.
- It is the parents/carers responsibility to ensure their children have the correct medication for every club they attend. **If the correct medication is not provided (for example: an EpiPen), we will not allow your child to attend our club.**
- It is the parent/carer's responsibility to ensure whenever their child attends any of our clubs, they do so with their relevant in date medication, where applicable.
- By completing a booking form you give consent to Xtra Time Kidz Club/1st Touch and Xtra Time to act to the best of their ability in an emergency.
- Children attending clubs must wear weather appropriate sports clothing and trainers/boots.
- Parents/Carers must send their children in with clean footwear especially football boots.
- All footwear must have the laces undone ready for the coaches to tie their footwear up. Some clubs have 32+ children, where coaches are doing/undoing laces, this time is cutting into children's learning, development and game time.
- Children can attend clubs with a light healthy snack, and a bottle of water, however this is not compulsory. Taking into consideration children who may have a nut allergy, **we kindly ask parents to avoid giving their children any snacks containing nuts, raw egg, sesame, chickpeas etc.**
- As the temperature falls during the winter months we will continue our clubs outside, if the coach feels the weather is too cold for the children outside they will use indoor facilities where available. Please note due to space within some schools the session may need to be adjusted accordingly.
- As the temperature rises, we will offer children regular drinks breaks, and plan a session that is not as physically demanding. Where the weather is really hot we may keep the children inside or in a shaded area. Please note due to space within some schools the session may need to be adjusted accordingly.
- It is the parent's responsibility to provide and apply children with sunscreen. Staff are not permitted to apply sunscreen onto children in their care.
- It is the parent's responsibility to ensure they ask their child whether they will enjoy and participate in the club you propose to sign them up to before completing the booking form. **If a child decides they no longer want to attend a club a refund will not be given.**
- Children and staff are expected to follow Xtra Time Kidz Club/1st Touch Coaching Code Of Conduct and Core Values whilst attending any club.
- The Xtra Time Kidz Club/1st Touch Coaching Behaviour Policy will be followed. Only in extreme cases will a child be excluded for a fixed term or permanently.
- Where a child has been absent through long term sickness or injury a credit note may be offered at management's discretion, which will only be valid for 3 months from the date it is issued. This is to be used for Saturday Football. In this scenario, proof of sickness or injury may be requested.
- Late fees will be applied for parents who collect their children after the specified collection time for any club. If a parent collects their child/children later than the time stated, the parent will be charged £5.00 for each child, for every 5 minutes the child is left in our care beyond the time the club finishes.
- If a parent persistently collects their child late they will be asked to find alternative clubs.
- By signing and submitting a booking form you give consent to Xtra Time Kidz Club/1st Touch Coaching staff acting to the best of their ability in an accident or emergency situation.
- **Parents/Carers are not allowed to take pictures or make video recordings at any of our clubs.** If you wish to take a photo of your child at the end of the session, you must ask a member of staff to remove your child away from other children and a photo can be taken under the supervision of staff to ensure no other children's images are being captured.
- **Parents/Carers are kindly asked to not interfere in any sessions,** for example: shouting instructions from the sidelines, or encroaching the session.
- By signing and submitting a booking form you confirm you have completed the booking form as honestly and accurately as possible, You understand that Xtra Time Kidz Club/1st Touch Coaching can only provide the best service based upon the information you the parent/care provide us with. If my child has any special requirements, for example toileting or SEN, you confirm you have added this information in the additional comments section on your booking form.



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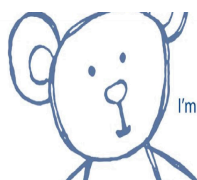
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Online Bookings:

- **By signing and submitting an online booking form you automatically agree to all Xtra Time Kidz Club/1st Touch Coaching Terms and Conditions.**
- Online bookings are subject to availability, spaces are on a first come, first served basis.
- Part payments/split payments are not accepted. For example, if a booking is £65, a part payment of £40 by childcare vouchers, and waiting for new credits to come into a childcare account will not be accepted. Please use alternative payment methods e.i. Bank transfer and complete payment in full. Parents/carers must immediately make a payment for the difference by bank transfer in order to secure their child's spot. **All bookings must always be paid in full before attending any club.**
- Online bookings must be made by the book by date to avoid a Late Booking Fee.
- A Late Booking Fee is applied when either/or a booking and/or payment is made after the book by/payment date for any given club. Dates are clearly stated on the booking forms, which go live on www.xtratime.co.uk at least 4 weeks before clubs start, giving you enough time to book on before the late booking fee is payable. It is also stated on hard copy booking forms.
- Once the submit button has been clicked your booking is being processed, **please do not click the submit button more than once otherwise you will create a duplicate booking.**
- For all online duplicate bookings, we request five working days (not including weekends, bank holidays and half term breaks) to investigate the booking. Where there is a duplicate booking that has been paid by card online we will refund the duplicate booking less the fees below.
- Refunds are subject to a £5 administration fee for all breakfast, lunch, after school sports club, Friday Academy, and Holiday Camps, and £10 administration fee for all Xtra Time wrap-around duplicate bookings. **To avoid the inconvenience of paying for duplicate bookings, please do not click the submit button more than once.**
- **Please note refunds will only be refunded once the money has been received in our account (which in some cases can take 7-10 working days).**
- An alternative to having to pay a refund fee is to request a credit, this must be done in writing by emailing sportsservices@xtratime.co.uk and is subject to our refund policy below.
- Referring to Xtra Time Kidz Club Wrap Around Care only: New admissions i.e. parents who have not previously registered their child(s) to attend Xtra Time will not be subject to a Late Booking Fee for their first booking. Please get in contact with your provision manager for more information.
- It is the parents/carers responsibility to ensure they have the funds in their account before making a payment.
- It is the parents/carers responsibility to complete online bookings in full and as honestly to the best of their knowledge.
- It is imperative that parents/carers double check they have added the correct emergency contact information on their booking(s).
- Email receipts are sent to parents confirming their booking, it's the parents responsibility to ensure these sessions are correct before clicking submit.
- If a booking is made on the day of a club, the booking must be authorised by an Xtra Time Kidz Club/1st Touch Coaching Management prior to making the booking. Once authorised if a booking is submitted after 12pm on the day the club takes place the child will not be able to attend the club that day and will have to attend the following week's session. This is to allow us time to update our registers, inform the school, and ensure we have the correct ratio of adults to children.

Invoices:

- Your online booking confirmation email serves as your invoice. From time to time parents may request an invoice on letter headed paper. In this scenario, there will be a charge of £5. This is purely an admin charge for the time it takes for a member of the finance team to compose the invoice.
- All invoice requests must be made in writing to admin@xtratime.co.uk.
- Payment must be paid in advance, please navigate to the payments section on the website for bank details.
- For all invoices there is a SLA of 5 working days (not including bank holidays, weekends, inset days and half term holidays).



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- **An invoice will only ever be composed once the funds have been received in full. Invoices will not be composed in advance for payment plans for benefit reclaim purposes.**

Sharing data:

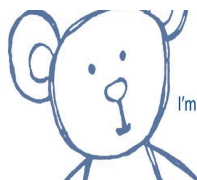
- We will never forward/sell any of our data onto third parties.
- We will only ever share data internally, data shared will only be shared if completely necessary to completing a specific task.
- We have moved all our booking forms online, in order for Xtra Time Kidz Club/1st Touch Coaching to be able to streamline our services to you we share data between different GDPR compliant online platforms.
- The platforms we use, but are not limited to are: JotForms, Dropbox, Gmail, Google Drive, Google Docs, Google sheets, Buffer, MailChimp and Zapier.
- All platforms listed above are GDPR compliant.
- From time to time we may share data with the schools we work within to inform them of the children that will be attending our clubs.
- The social media platforms we use are, Tik Tok, SnapChat, Twitter, Instagram, Facebook and YouTube. The content created on these platforms are created by Xtra Time Kidz Club staff and all content is compliant with ALL individuals in the media created. Where action videos of images are captured of children in our care, parental consent is requested before the content is published on our socials.

Cookie Policy/Privacy Policy:

- To read our full Cookie Policy please go to our website, direct link below:
<https://www.xtratime.co.uk/cookie-policy/>
- To read our full Privacy Policy please go to our website, direct link below:
<https://www.xtratime.co.uk/policies/>

Xtra Time Wrap Around Care - Breakfast & After School Clubs:

- No child can attend any Xtra Time Kidz Club without their parent/carer completing, signing and returning their Registration Form to their Provision Manager.
- Breakfast and After School Clubs are booked and charged by the session.
- To secure your booking, you must first complete an online Registration Form once every academic year. And then complete an online booking form before each new half term begins.
- Once the online booking form has been submitted you will receive a booking confirmation email.
- If you have not received your booking confirmation please get in contact with your Provision Manager immediately to confirm your child's space has been reserved.
- To reserve your child's space, an online booking form must be completed for each half term **before the new term begins**, otherwise you run the risk of your space being opened up to somebody on the waiting list where applicable.
- If you have any outstanding payments from the previous half term but have completed a booking form for the forthcoming half term this will not be accepted until all arrears are paid in full. Parents/Carers who do this run the risk of losing their child's sport if the club reaches capacity.
- It is the parents/carers responsibility to add after school clubs (for example: Chess Club) onto their child's booking form. *(Not applicable to the Xtra Time Holywell Provision).*
- If you no longer require our services you will need to give 2 weeks written notice, or you will be charged your normal booking fees.
- Booking forms for the forthcoming half term go live on the website a week before the children break up for half term.
- By parents/carers booking early it allows Xtra Time Staff to plan and prepare sessions, registers, staffing, food shops and resources for the number of children that have booked on.
- All bookings must be paid in full, on the same date the online booking has been submitted. If a parent submits their booking form before the late booking fee deadline but pays after the late booking fee deadline they will still be liable for a late booking/payment fee of £20.



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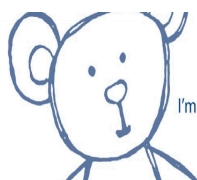


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- Ad-hoc bookings are short notice, non-permanent bookings. All bookings must be made by 5pm on the Friday before the week you require child care. Ad-hoc bookings are offered at the Manager's discretion, taking into consideration club availability and staff ratios.
- If a parent/carer falls into financial difficulty but still requires child care, their Provision Manager may on a case by case scenario be able to offer the parent/carer a payment plan option. This Must be authorised by Xtra Time Management first.
- If a payment agreement is agreed, the agreement must not fall into arrears.
- If a parent/carer doesn't keep up with their arrears Xtra Time will as a last resort have to pass their debt onto a third party debt management agency. Once the debt is forwarded on for the agency to manage Xtra Time will not have any control over any interest accrued on the original debt by the third party.
- If you have an outstanding balance left over from the previous half term you will automatically lose your child's space until this balance has been cleared off.
- Payment plans are made at the managers discretion and can only be agreed if a parent/carer is genuinely in financial hardship. *The Finance Team may require evidence.*
- Late collection fees will be applied after the 6pm close. For each child there will be a £5.00 late collection fee for every 5 minutes each child is left in our care.
- Parents who are persistently late will be asked to find alternative childcare.
- Booking forms go live on the Monday before each half term break, parents/carers can book online any time after the forms go live. A *Late Booking Fee* will be applied from Wednesday midnight before your child goes back to school (specific dates for each half term will be stated on the online booking form). After the *book by* date the *Late Booking Fee* will be applicable.
- Bookings made after the Wednesday midnight cut off will be subject to a £20 Late Booking Fee. **This can easily be avoided by booking early.**

Sports Services - Breakfast, Lunch, After School, Evening and Weekend Clubs:

- To secure your booking, you must first complete an online booking form (before each new half term begins).
- Once the online booking form has been submitted you will receive a booking confirmation email.
- If you have not received your booking confirmation please get in contact with Customer Services immediately to confirm your child's space has been reserved.
- To reserve your child's space, an online booking form must be completed for each half term and by the last day of each half term, and **before the new term begins**, otherwise you run the risk of your space being opened up to a child on our waiting list.
- It is the parents/carer's responsibility to add information in the *Additional Notes* section of their booking about where their child is going after the session if they are not being collected by their parent/carer. For example - I will not be collecting my child after the Sports Club finishes, they will be attending the school's Wrap Around Care after their Sports Club and will be collected by...).
- To secure your booking, you must submit your online booking and full payment prior to attending the club.
- Bookings made less than 48 hours before the club start date will incur a £5 late booking fee.
- Online booking forms must be completed in full and paid in advance for each term.
- If you join a week or two into the clubs you will still be liable to pay the full amount for the term in addition to paying a late booking fee.
- If you wish to join a club halfway through the term, it is at the Xtra Time Management team's discretion to decide whether they open up a space. Please get in contact for more information.
- Children cannot be collected early, or during sessions. This takes Coaches away from their session. If this scenario is unavoidable, please call and give prior notice so there is minimal disruption to session time.
- Parents must complete a new online booking form and payment for each new full term, unless your school has requested for booking forms to go live half termly. All information is readily available on the website.
- Booking forms go live four weeks before a Sports Club begins, parents/carers are advised to book on early (dates specified for each term on the booking form) to complete your booking without incurring a £5 late booking/payment fee.



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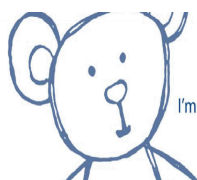


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- Parents must book 48 hours before the club begins. Thereafter a £5 late booking fee is applicable.
- **Bookings made after the cut off will be subject to a £5 Late Booking Fee.** This can easily be avoided by booking early.
- **Parents/Carers are not allowed to** take pictures or make video recordings at any of our clubs. If you wish to take a photo of your child at the end of the session, you must ask a member of staff to remove your child away from other children and a photo can be taken under the supervision of staff to ensure no other children's images are being captured.
- **Parents/Carers are kindly asked to not interfere in any sessions,** for example: shouting instructions from the sidelines, or encroaching the session.
- If a session is cancelled which is out of Xtra Time's control, e.i. The school has had to close for the day due to boiler breakdown. An alternative session will not be offered by Xtra Time as staff have been scheduled to deliver the session on that day. These types of situations are very rare but Xtra Time are still liable to pay coaches for the cancelled sessions.

Holiday Clubs - Multi Sports & Arts & Crafts:

- Booking forms must be completed in full and paid in advance for each camp.
- The *book by* date is always 48 hours before the club begins.
- Bookings and payments made after the *book by* date for each term will be subject to a £5 late booking fee. Booking forms are distributed four weeks prior to any holiday camp to ensure parents have enough time to book.
- All Holiday Camp bookings must be made via the online booking form.
- To secure your Holiday Camp booking, you must complete an online booking form, including payment by the *book by* date on our marketing flyers (Specific dates are updated for each half term online booking form).
- Once you have completed your online booking form, you will receive an email confirmation of your booking. This serves as confirmation of your booking and invoice.
- If you do not have a booking confirmation please get in contact with the office.
- Once the Parent/carer has completed their online booking, they should go onto their online banking / childcare voucher provider and transfer their child's Holiday Camp payment using the payment reference on their child's booking form.
- Due to the nature of Holiday Camps, once a booking is made we do not offer a refund as staff ratios are arranged based on numbers booked. If you wish to change your holiday camp booking dates a **48 hour notice period is required to change bookings for Holidays Camps, except for the summer holiday camps, where we require a one week notice period for changes.**
- Cancellations will not be offered refunds but will be offered an opportunity to change dates if the notice period above has been followed.
- **If no written notice of cancellations/changes has been given with the correct notice period, your booking will remain and you will be charged for the booking in full.** A lot of hard work and effort goes into ensuring we provide the best holiday camps possible, we always have the correct ratio of staff to children, as well as resources.
- We will always try and accommodate changes, but to ensure we provide the best possible services the notice period for cancellations/changes must be followed.
- If you have booked your child onto the 9am to 4pm Multi Sports club there should never be an expectation that your child is allowed to join the 8am to 6pm Arts & Crafts club. To avoid disappointment, please ask your child which club they'd enjoy more before completing the booking form.
- We do not offer half day bookings, If you pick your child up early from a club you will still be charged the full day rate.
- Booking forms go live four weeks before Holiday Camps begin, parents/carers are advised to book on early (dates specified for each Holiday Camp on the booking form) to complete your booking without incurring a £5 late booking/payment fee.
- Bookings made after the cut off will be subject to a £5 Late Booking Fee. **This can easily be avoided by booking early.**



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Birthday Party Bookings:

- Birthday Party Bookings are subject to availability
- A non refundable £50 deposit must be paid in advance to secure your booking

Purpose of the document:

To describe how Xtra Time Kidz Club/1st Touch Coaching deliver services are affordable, sustainable and of high quality. To set clear expectations for children, parents and 1st Touch & Xtra Time Staff.

Aims of our services:

Through our services we intend to:

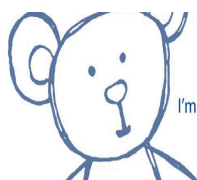
- Provide opportunities for fun, enjoyment, and learning through a range of multi sports and activities.
- Encourage children to develop fitness, balance, coordination and confidence.
- Build friendships among different age groups and work together cooperatively.
- Learn and implement transferable skills into different sports and activities.

Working hours:

- Lunch Clubs run during term time Mon-Fri, starting at the beginning of the school lunch time. *(Start/finish times may vary from school to school).*
- After School Clubs run during term time Mon-Fri, starting at the end of the school day and generally run for an hour. *(This may vary from school to school).*
- PPA/Lunch cover generally runs within school time. *(This may vary from school to school).*
- Xtra Time wrap around care runs Monday to Friday during term time.
- Xtra Time Breakfast Clubs start at 7.30am, finishing time varies depending on school starts, children are walked to school before the school bell rings in the mornings.
- Xtra Time after School Clubs start when children finish school (This may vary from school to school), children are walked back to the After School Club, the club finishes at 6pm.
- Holiday Camps run out of term time in various locations. We have two activity camps during half term, 9am to 4pm Multi Sports and 8am to 6pm Arts & Crafts.
- Evening classes vary in time depending on the time of the year.
- For all clubs Start/finish dates are on booking forms

Admission, booking procedures and payment of fees:

- Online booking forms generally go live fortnight before each half term holiday break for Xtra Time Wrap Around Childcare
- All Sports Clubs and Holiday Camps go live four weeks before each half term
- For clubs that do not have an online booking form, booking forms are available on the website, and in the school office, unless the school states otherwise (paperless schools).
- Booking forms must be completed prior to a child starting any club
- **No booking form, no play!**
- Bookings and payments made after the book by date stated on each booking form will be subject to a late booking/payment fee which varies for each club and are clearly stated on the booking form
- Emergency contacts and passwords must be provided before a child can attend the club.
- One-off slots cannot be booked for any club, we work on strict ratios to ensure we provide the best services, ensuring we have the right number of coaches to children
- Fees must be paid into the correct account on the booking form for all payments, including childcare vouchers.
- If a session has not been paid for, in advance, the child will not be able to participate in the session, a member of staff will accompany the child back to the school office where the child will have to wait until a parent/carer arrives.



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- In the unlikely event that there is debt against an account, this child's place will be cancelled until all fees have been paid. The place may be reinstated once all outstanding debts have been cleared, in agreement with a member of the Xtra Time Kidz Club/1st Touch Coaching, however this will be subject to availability
- Xtra Time Kidz Club/1st Touch Coaching are fully insured and have comprehensive public liability insurance.

Photography:

- From time to time Xtra Time Kidz Club/1st Touch Coaching may request consent from parents to take pictures of children in club settings for marketing purposes **ONLY**.
- Pictures taken will be taken by management on a Xtra Time Kidz Club/1st Touch Coaching device and transferred and stored securely and safely on a Xtra Time Kidz Club/1st Touch Coaching hard drive.

Absence:

- If your child has been booked into a club in advance and they are absent from school, fees are still payable.
- If the child goes on a school trip on the same day the parent has booked onto a club that is running, fees are still payable.
- If your child is absent due to sickness (for example Covid 19). Proof of sickness will be requested and a full credit for missed sessions will be offered to use within 3 months of the credit being issued. Credits will only be offered from the date that Xtra Time Kidz Club are informed in writing to admin@xtratime.co.uk.

Payments:

- All bookings must be paid in full and in advance for any service.
- Payments made after the book by date stated on bookings forms may be subject to a late booking fee.
- Any outstanding payments will be passed onto a third party debt management agency if we cannot come to a payment agreement with the parent/carer.

Invoice Payments:

- Your email booking confirmation is proof of your booking and payment. From time to time parents/carers request an invoice on letter headed paper. There is a **£5** admin charge for each bespoke invoice request. An easy way to avoid such charges is keeping records of your email booking confirmation.

Childcare Vouchers:

- Part payments/split payments are not accepted. For example, if a booking is £65 a part payment of £40 by childcare vouchers, and waiting for new credits to come into a childcare account will not be accepted. Parents/carers must make a payment for the difference by bank transfer in order to secure their child's spot. **All bookings must always be paid in full before attending any club.**
- Xtra Time Kidz Club/1st Touch Coaching are registered with various childcare voucher providers, if you have a childcare voucher provider that we are not registered with please let us know and we will register with them.
- It is the parent/carer's responsibility to pay their childcare voucher payments into the correct Ofsted ID. For more information please call the office
- It is also an Ofsted requirement for you to pay using the correct Ofsted ID, If you are unsure of what voucher you are to pay into please go to the website below <https://reports.ofsted.gov.uk/provider/49/RP532962>.
- If a parent has paid into the wrong Ofsted ID it is the parent's responsibility to get in contact with their voucher provider to get this corrected.



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| **Childcare** | **Breakfast Clubs** | **Lunch Clubs** | **PPA Cover** | **After School Clubs** | **Holiday Camps** |

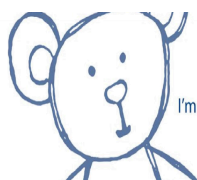
- It is the parents responsibility to pay their childcare voucher payments on the date they have selected on their booking form.
- It is the parents responsibility to pay the same balance stated on their booking as when they are making their childcare voucher payment.
- It is the parents' responsibility to use the same reference stated on their booking as when they are making their childcare voucher payment.
- Parents / Carers complete their booking form before the book by date but then pay their childcare voucher payment after the book by date, their booking will be subject to a late booking fee charge.

Refunds & Cancellations:

- Xtra Time Wrap Around Care - If you no longer require our services you will need to give 2 weeks notice. If a notice is not given, Xtra Time will reserve your child's space as per your booking, and you will be charged your original booking for the remainder of the half term you have booked on for.
- Xtra Time Holiday Camps - **All bookings are non refundable.**
- For all services (except Holiday Camps) - If for any reason a parent decides to move their child away from our services other than sickness or injury, the refund is subject to a £5 administration fee for all after school sports clubs and Sports Services, and a £5 administration fee for all Xtra Time wrap around duplicate bookings. **To avoid the inconvenience of paying for duplicate bookings, please do not click the submit button more than once.**
- If a payment is made in error, parent/carers will still be liable to pay the fees above, there a disclaimer at the bottom of each booking form that parents/carers must tick before submitting their booking which states '*Once the submit button has been clicked your booking is being processed, please do not click the submit button more than once otherwise you will create a duplicate booking and get charged twice. Duplicate bookings and payments being charged twice are solely down to the Booker clicking the submit button more than once, all fees incurred for processing a refund will be payable by the person who made the booking. To avoid any inconvenience, please be patient while your booking is being processed.*'
- If a parent ticks this and still makes an error this is the sole responsibility. Please be patient and allow time for your payment to be processed.
- For all online duplicate bookings/bookings made in error, we request 5-10 working days (not including weekends, bank holidays and half term breaks) to investigate the booking. Where there is a duplicate booking/booking made in error that has been paid by card online we will refund the duplicate booking/booking made in error, less a £5 admin fee.
- For sports clubs only - Where a Sports Coach is absent through sickness 1st Touch & Xtra Time will send in another Sports Coach to cover the session.
- Where there is a club with a specialised discipline i.e Pilates, if they cannot cover the discipline your child(s) is booked on for they will offer an engaging session that all children will enjoy. This session will not be refunded as a Sports Coach has been provided.
- Where a child has been absent through long term sickness or injury a credit note may be offered at management's discretion, which will only be valid for 3 months from the date it is issued and to be used for Saturday Football. In this scenario, proof of sickness or injury may be requested.
- Credit notes must be authorised in writing by emailing sportsservices@xtratime.com.
- Credit notes may be offered at management's discretion, and valid for 3 months from the date of issue.

Registers and Collections:

- Signing In/Out Registers of children attending clubs are taken at the beginning/end of each session. Registers are filed securely once clubs finish in the school office.
- Only the Parents/Carers registered on booking form can collect the named children when the session finishes.
- Coaches and Play Workers will only let children leave with the person stated on the booking form, unless notified by parent/carer prior to the session with a unique password.
- If a parent is unable to collect their child as arranged, they must call a member of staff immediately.
- If someone else will be collecting a child, the Coach/Play Worker or office staff must be informed by telephone.



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Late collection:

- If a child has not been collected by the end of the session, parents will be contacted in the first instance by telephone. The additional contacts parents have been provided will be telephoned in the second instance. If these contacts are unavailable after approximately 30 minutes, the police and Social Care will be informed.
- If a child is picked up late a charge of £5 will be made for every 5 minutes beyond the collection time.

Snacks and Drinks:

- There will be time for children to eat a healthy snack, which they should bring with them, during the registration period at the beginning of the session. Taking into consideration children who may have a nut allergy, **we kindly ask parents to avoid giving their children any snacks containing nuts, raw egg and sesame.**
- Fresh drinking water is available to the children at all times. No fizzy drinks or glass bottles should be sent in.
- It is always advised to send a bottle of water with children for clubs, especially as the temperature rises.

Activities/Provisions:

- Activities included in any given club are clearly stated on the booking form.
- A range of activities are planned for each club child attends. These may include but are not limited to, warm ups and warm downs, multi sports, role-play, creative thinking, reading, movies, cooking, learning & discovery, outdoor activities such as gardening, as well as an opportunity to complete homework.
- The age of the children are considered when planning activities to ensure every child enjoys themselves and participates.

Behaviour:

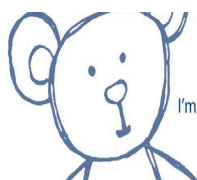
- Children and staff are expected to follow Xtra Time Kidz Club/1st Touch Coaching Code Of Conduct/Core Values at all times.
- The Xtra Time Kidz Club/1st Touch Coaching Behaviour Policy must be followed at all times.
- Only in extreme cases will a child be excluded for a fixed term or permanently.

Health & Safety:

- Risk assessments are taken daily, before each club begins.
- Staff must follow the Xtra Time Kidz Club/1st Touch Coaching Health and Safety, E-Safety, Safeguarding Policies and related documents to ensure the safety of all children.
- The procedures to follow in the event of a fire or evacuation may vary for each club as processes for each school differ. Children will always be briefed before any club.
- All staff must make themselves familiar with the above documents.
- In case of emergency (such as medical or missing child) a member of the Senior Leadership Team will be informed immediately and procedures followed.

First Aid:

- There is always a qualified first aider on site for all our clubs.
- A first aid kit will be taken outside when children participate in outdoor activities.
- All accidents will be recorded on an Accident Report Form. The accident will be reported to the parent/carer when collecting their child.
- Parents/Carers of any child who becomes unwell during their time at the club will be contacted as soon as possible.



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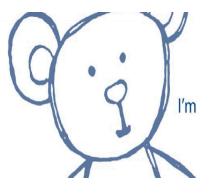
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- All staff must be made aware of the children who have Individual Health Care Plans and what they contain. It is the parent/carers responsibility to ensure this provided along with the child's booking form on enrolment.

Staffing:

- All Xtra Time Kidz Club/1st Touch Coaching staff are DBS checked, First Aid trained and have added a Child Protection Workshop.
- All staff must be familiar with the Xtra Time Kidz Club/1st Touch Coaching Child Protection and Safeguarding Policy and related documents, and be clear about how to deal with safeguarding concerns.
- All staff will adhere to the Xtra Time Kidz Club/1st Touch Coaching Code of Conduct as well as the school policies that the club takes place in.
- The maximum number of children will not exceed a ratio of 1 adult to 20 children 1:20.
- Staffing arrangements are considered to meet the needs of children who have special needs.
- Our clubs will be led by qualified Sports Coaches, Play Workers and Level 3 Child Care Practitioners. In the event of a leader being absent, an experienced member of staff will lead the club.

For enquiries regarding bookings and payments, or for further enquiries please email:
sportsservices@xtratime.co.uk or call: 07746 945 903.



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