

HOLIDAY RESPITE/SATURDAY CLUB

Terms and Conditions

June 2018

1. Opening Hours & Location

- Saturday Club is open 10am to 4pm Fortnightly on Saturdays, term time only (dates on website)
- Holiday Respite Club is open 10am to 4pm Weekdays during school holidays (dates on website)
- Doors open at 10am. Young people can be dropped between 10am-10.30am and pickup up between 3.30- 4pm.
- Clubs are based from Unit 5, Britannia Trading Estate, Leagrave Road, Luton, LU3 1RJ

2. Club Activities

- Best available support workers will be matched to the young person for the day
- Parent's responsibility to provide the up to date information to FUN
- To enable us to get to know new respite club members, we will not take them out to community activities during the first 6 sessions
- On site activities include bouncy castle, soft play, ball pond, themed rooms, music area, electronic gaming, table football, arts & crafts etc
- Saturday Club includes community trips such as Bowling, Wall climbing, Stockwood discovery Centre, farm visits etc.
- During Holiday Respite Club we stay on site for the day

3. Cost (both Respite Clubs)

- **Luton based Families:** £35.00 per session, per person
- **Central Bedfordshire Families:** £90 per person, per session to be booked via the office: 01582 420800 (*Central Beds are NOT assisting with the funding however, the £90 is a discounted rate that FUN is providing*)
- No discount for siblings

4. Diary management

- Parents are responsible in maintaining their own records of the dates they have booked

Unit 5, Britannia Estate, Leagrave Road, Luton LU3 1RJ

Registered Charity Number: 1091474.

Office Telephone Number: 01582 420800. E-mail: info@familiesunitednetwork.org.uk

www.familiesunitednetwork.org.uk



5. **Booking & Payments**

Dates of Sessions:

- New session dates are released around 10am on 25th of each month, 2 months ahead
- Session dates are available on the website
- All bookings will need to be paid in advance
- Non-website payments must be received within 48 hours to secure the booking. Payment can be Cheque, Cash or BACs (Bank Transfer)
- We do not invoice Disability Resource Centre

Scheduled release of club dates (Saturday Club & Holiday Respite Club): -

- a. January = April
- b. February = May
- c. March = June
- d. April = July
- e. May = August
- f. June = September
- g. July = October
- h. August = November
- i. September = December
- j. October = January
- k. November = February
- l. December = March

6. **Signing in Sheet**

- For safety reasons you will be required to sign your young person in and out of the Clubs and write down who will be collecting at the end of the day

7. **Lunch & Food**

- Families must provide suitable packed lunches and snacks for their child in named lunch bags (including utensils)
- Squash, water and some snacks are provided by Families United Network throughout the day
- We are **unable to heat food and drinks**. You will need to supply warmed food in a food flask
- All the young people will be given the opportunity to have their lunch in the middle of the day
- A healthy balanced meal is recommended
- For those who have specific dietary requirements or have a larger appetite - parents must supply additional food

Unit 5, Britannia Estate, Legrave Road, Luton LU3 1RJ

Registered Charity Number: 1091474.

Office Telephone Number: 01582 420800. E-mail: info@familiesunitednetwork.org.uk

www.familiesunitednetwork.org.uk



8. Dress & Personal Care

- Please ensure that your child is suitably dressed based on the activities planned and the weather conditions
- Please also provide pads, wipes and change of clothes in named bags.
- In summer, it is advised that once a day sun cream is put on the young person before attending club. Additional sun cream should also be provided
- Experienced staff will carry out intimate care for your young person (with the assistance of another support worker)
- Support worker will assist the young person with personal care such as with dressing, buckles, belts, buttons etc

9. Medication

- Where it is necessary to administer medication between the hours of 10.30am and 3.30pm please provide the medication in a suitable named bag such as cool bag with clear instructions
- A member of the support team will administer medication after information is provided by main carer
- Any medication must have the doctor's label
- We CAN NOT administer over the counter medication such as Calpol and antihistamines.

10. Collection

- Collection time is 4pm
- Any child collected beyond 4.15pm their carer will be invoiced £5.00 for each quarter of an hour to the nearest quarter of an hour. For example, a child collected at 4.17pm – the family will be invoiced £5.00
- To ensure the children's routine is not disturbed please avoid collecting too early and without prior arrangement

11. Late Arrival

- During Saturday Club if you arrived late and an early trip was scheduled, we may not be able to wait for you due to pre-booked transport/venue etc. During such circumstance we will not be able to offer a refund.
- Some flexibility is offered if it does not interfere with planned schedule
- If a young person is not picked up within an hour of club closure, we are required to phone social services

Unit 5, Britannia Estate, Legrave Road, Luton LU3 1RJ

Registered Charity Number: 1091474.

Office Telephone Number: 01582 420800. E-mail: info@familiesunitednetwork.org.uk

www.familiesunitednetwork.org.uk



11. Non-Attendance

- You can cancel a session up to 7 days ahead of the booked session
- When cancelled 7 days in advance you will be given a refund
- If you do not notify us of any changes a week before you will lose your fee

12. Child Sickness

- If your child becomes ill whilst at Club on site or on a trip; you or a nominated person will be required to collect your child **ASAP** and within 1 hour of being contacted
- If sickness occurs whilst on a trip we will contact named individuals and bring the child/young person back to our venue ASAP ready for collection. Alternatively, carers can collect from the outing venue depending on situation
- If there is a need to phone an ambulance we will contact the emergency contacts ASAP
- We are unable to refund any expenses due to this kind of emergencies

13. Venue Closure

- If we were required to cancel sessions due to unforeseen circumstances (bad weather, breakdown of equipment etc) a refund will be provided

14. Extreme challenging Behaviour

- If your child shows challenging behaviour we will work with the parents, partner agencies, and service users to assist in behaviour management
- We will use a range of resources and tools to assist us, including but not limiting to: School behaviour plans and pictures etc.
- The safety, health, enjoyment and wellbeing of each of the young people in our care is paramount and we will always try to work with the parents to help meet positive outcomes for all

15. Valuables

- It is recommended that children and young people do not bring valuable items to the Club as we cannot take responsibility for lost or damaged personal belongings
- Young people are not allowed to take photos or film other members with personal electronics brought to club (ie mobile phone, ipad etc)

Unit 5, Britannia Estate, Legrave Road, Luton LU3 1RJ

Registered Charity Number: 1091474.

Office Telephone Number: 01582 420800. E-mail: info@familiesunitednetwork.org.uk

www.familiesunitednetwork.org.uk



Families United Network

16. Registration Fee

- Access to FUN's Respite Clubs is open to registered members of FUN and to those who have had an induction with the Manager of Respite Services.

17. Insurance

- FUN has comprehensive public liability and employer's insurance in place for the Saturday Club.

**I have read and understood the Terms & Conditions of the
Saturday Club/Holiday Respite Club**

Signed: **Name:** **Date:**

Unit 5, Britannia Estate, Legrave Road, Luton LU3 1RJ

Registered Charity Number: 1091474.

Office Telephone Number: 01582 420800. E-mail: info@familiesunitednetwork.org.uk

www.familiesunitednetwork.org.uk