Families United Network

Supporting children & young people with additional needs and disabilities and their families

JUNIOR RESPITE CLUB
Member Terms and Conditions

FEVRUARY 2023

1. Opening Hours & Location

- Junior Respite Club runs on selected Saturdays during term-time, offering a morning 9.30am-12.30pm and afternoon 1.30pm-4.30pm session.
- Children can be dropped off between 9.30am-10.00am and collected between 4.- 4.30pm. Please inform staff in advance if you need to drop-off or collect outside of these times.
- All clubs are based at our Activity Centre - Unit 5, Britannia Trading Estate, Leagrave Road, Luton, LU3 1RJ.

2. Club Activities

- A member of FUN staff will be allocated to support your child during the session to ensure that they can participate in the activities on offer.
- It is the parent or carers responsibility to provide up to date information about their child which may affect the way that we support or care for them, such as medication or behavioural changes etc.
- Onsite activities include bouncy castle, soft play, ball pond, air hockey, table football, electronic gaming, ICT, cardio wall, arts & crafts, sensory room and much more.
- Additional activities delivered by external providers may also be offered at the club from time to time.

3. Bookings and Member Fees

- £20 per person per 3-hour session
- Session dates and time are shown on our website and reminders and information is published regularly on our facebook page.
- Sessions must be booked and paid for in advance of the session. Places at the club are released for booking once a month – please see our website or call the office for further details.
- Bookings can be made online through our website with payment taken immediately via Paypal.
- Alternatively, you call the office to book your place on 01582 420800 and then make payment by bank transfer, cash or cheque, which must be received within 48 hours of making the telephone booking.
- We do not provide discounts for siblings

4. Booking Management

- Parents are responsible for maintaining their own record of the session dates that they have booked for their child. Please contact the office if you need confirmation of the sessions that you have previously booked.

5. Signing in Sheet

- For safeguarding reasons, you will be required to sign your child in and out of the club. When you drop-off your child you will be asked to identify who will be collecting them at the end of the session.

6. Lunch & Food

- Where parents and carers wish to provide food or snacks for their child, these need to be brought in a named bag (including any utensils needed).
- Squash, water and some healthy snacks are provided by Families United Network during the session.
- Please note that we are **unable to heat food and drinks**. You will need to supply any hot food in a food flask
- It is the parent or carers responsibility to provide food that meets any specific dietary requirements
- Please inform staff if your young person has any food allergies or intolerances.

7. Dress & Personal Care

- If requested, please ensure that your child is suitably dressed in relation to the activities planned and the weather conditions
- Parents and carers need to provide any pads, wipes or change of clothing for the session in a named bag.
- Your child's support worker will assist them with any toileting or personal care needs that have been identified during your child's induction.

8. Medication

- Where it is necessary to administer medication at the club, 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 the parent or main carer
- Any medication must be sent in its original packet and have the doctor's label still attached
- Please note that we CAN NOT administer over-the-counter medication such as Calpol or antihistamines.
- Please provide information with regard to any changes in medication as soon as possible.

9. Late Arrival

- If your child is going to arrive at club after 9.30am, please inform staff in advance wherever possible.
- Please arrange any late drop-off or early collection of your child in advance with staff. Whilst we aim to be flexible where we can, we cannot change the planned schedule for the session as this is too disruptive for other members.

10. Collection of your young person

- Please collect your child promptly at the end of the session.
- If your child is collected more than 15 mins late, a £5.00 charge may be made for each additional quarter of an hour that they remain at club. This additional charge will need to be paid before any future sessions can be booked.
- If a child is not picked up within an hour of club closure, we are required to phone social services

11. Cancellation and Non-Attendance

- If you would like to cancel a session you can do so up to 7 days ahead of the session date to receive a full refund.
- If you cancel a session with less than 7 days notice, or do not attend a booked session, you will only be offered a refund if there is sufficient time to offer the place to another family, and the place is taken by another child
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12. Child Sickness

- If your young person becomes ill whilst at the club, you or your nominated person will be required to collect your child **within one hour of being contacted, or as soon as possible thereafter.**
- Basic First Aid can be provided at the club by a trained first aider. Parents will be informed about any first aid that is administered to their child.

- In an emergency or where an ambulance is needed, we will immediately make contact using the emergency contact details for your child
- Any particular medical risks for your child will be discussed with the Club Coordinator during your induction, and any necessary precautions taken.
- Unfortunately, we are unable to refund any fees that you have paid for your child's session due to sickness.

13. Club Cancellation

- In the very unlikely event that we were required to cancel a club due to unforeseen circumstances (bad weather, breakdown of equipment etc) we will contact you as soon as possible to let you know via phone, email, whatsapp/text or facebook. A full refund will be provided.

14. Children with behaviours that challenge

- Where a child can display behaviours that can be challenging, we will work with parents and carers and any other partner agencies, to meet the child's needs wherever possible.
- Our staff will try a range of resources and tools to support each child with their behaviour, and where parental permission has been given, can also consult with the child's school.
- The safety, health, enjoyment and wellbeing of each of the children in our care is paramount and we are committed to working with the parents and carers to enable a positive outcome for every child at the club.

15. Valuables

- It is recommended that children do not bring valuable items to the club. FUN does not take responsibility for any loss or damage to a child's personal belongings whilst they are at the club.

- Parents/carers or children are not permitted to take photos or film with any personal electronic devices brought with them to club (ie mobile phone, ipad etc)

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16. Member Registration

- Access to the Junior Respite Clubs is open to registered members of F.U.N. only, and to those who have also completed an induction with the Respite Club Coordinator.

17. Insurance

- FUN has comprehensive public liability and employer's insurance in place for all of its clubs and services. We are happy to provide a copy of this on request.

I have read and understood the Terms & Conditions of the Junior Respite Club

Signed: ..... Name: ..... Date: .....