Abshot Country Club Parent / Carer Information
For all Tennis and Multi-Sports Camps

Abshot Country Club is fully committed to safeguarding and promoting the well-being of all students, members and staff associated with us. To ensure the effective running of our holiday camps and to protect all individuals connected with us, we recognise that working in partnership with parents is of great value and importance.

Objectives

The objectives below show the approach we take to ensure we achieve a strong working partnership with our parents:

- We ensure that the staff at Abshot Country Club are always available for discussion when required. Arrangements can be made if a parent would like to discuss a matter in more detail.
- We keep information required by parents about their children confidential in accordance to England Data Protection Law.
- Information is shared on a strictly need to know basis.
- Staff are discreet and do not discuss the detail of a child and their activities outside of the camps.
- We ensure that parents are regularly kept up to date by email regarding important information about the camp.
- If we have any concern about a child's wellbeing during the day, every effort will be made to contact the parents or their emergency contact.
- We request that parents also keep us informed of any circumstances which might influence a child's emotional well-being.

Induction

- Before camp commences, we are happy to discuss any specific needs with you regarding your child. Parents have the opportunity to ask any questions and we are always here to listen to a parents concerns and queries.
- We aim to build confidence and encourage independence. We understand that separation and change can sometimes be a difficult experience for both parents and child. It is a vital step in a child's development and we are here to make the process as easy as possible for you both.
- We recognise the importance of having key people/coaches who the children can form secure attachments with. They help with settling in and are your main point of contact for

any queries, concerns and updates. We are happy for you to leave your child with a special item as a comfort if necessary.

- We suggest for any children that do suffer with separation anxiety that it is best to not hover for too long and show the child that you are confident that they will be fine and enjoy their time at our camps.

General Information

Our camps operates on set days during holiday periods which will be advertised in advance.
We offer:
Half days: 09:00 – 12:00
Full days: 09:00 – 15:00

We welcome children from the age of 5 to 13 years old.

Management at our Camps is Frair Burgess. Frair is supported by leaders / assistants. All staff at our summer camp have a duty of care to the children for whom they are responsible. Our staff to children ratio is 1 member of staff to 10 children over the age of 5 years.

We have a number of policies and procedures in place as well as ongoing staff training to ensure good practise is carried out at our camps. If there are any concerns regarding the welfare of a child, then the Welfare Officer (Russell Lewis) will be contacted and our Safeguarding Policy will be followed.
Details are: Russell Lewis 07971 236529 russ1509@hotmail.co.uk

Please contact him or one of our coaches if you are concerned about the welfare of one or more of the children.

All policies and procedures can be found on the website and these can also be emailed to you on request.

Registration will take place between 8:45am & 9am and students will enjoy activities monitored by a member of staff whilst waiting for registration to be complete. The camp will offer a range of fun and active sessions for children to enjoy in a safe and supervised environment. The camp will also allow children to develop their teamwork and communication skills whilst working in groups during workshops and games. Each day will focus on a particular shot. There will be a 20 minute break half way through the morning, where students can have their snack. Additional breaks can be added if needed.

The setting is committed to inclusion and ensures that the necessary provision is made for every child. The setting welcomes a diversity of culture, religion and ability and strives to meet the needs of all young people so they all play a full part in the setting.

If a child within the setting behaves unacceptably, for instance harming or disrespecting property, other children or staff, then the following procedure will be used: a verbal warning will be given, if the behaviour continues a second verbal warning will be given, should a member of staff have to speak to a child for a third time then the child will be asked to leave the activity and sit out in a quiet area and will be given time to reflect on their behaviour. Parents will also be informed. Please consult our positive behaviour policy for more information.

Should you have any concerns/complaints, these should be addressed to the lead coach.

Payment & absences

All fees are due in advance (other arrangements can be made according to personal circumstances) and prompt payment is much appreciated. Please note that there can be no refunds or reductions on fees if your child is absent due to sickness, or changes made less than 2 days before. Students will not be able to take part in our camps until payment has been received in full.

If you are going to be late or absent, please call or text by 9am using the main coach's contact number.

Cancellations

If for any reason you would like to cancel your child's place at our summer school, a fee may apply depending on how far in advance you are making your cancellation.

- Cancellations within 7 days before summer camp: 50%
- Cancellations during the week of the summer camp or less than 48 hours before the start of camp: 100%

What to bring to the facility

- Please ensure your child is dressed in appropriate sport clothing, including trainers.
- Please bring a bag containing a spare set of clothing, together with a hat for summer (all labelled with your child's name).
- Please ensure that your child has at least factor 30 sun protection on during the summer months and please bring suncream with you.
- We ask that you provide their own (named) sun protection. We ask that some is applied to your child before their arrival at the courts. We ask that each child should have their own named hat/cap.
- Snacks and plenty of water must be brought to camp and water bottles can be refilled throughout the day. If booked onto a full day course a packed lunch will also be needed.
- The food should be packed in an appropriate container, ideally with a cool pack to keep it fresh. Please ensure all snacks are nut free.
- No equipment is needed, as we can provide rackets.

Signing In & Out

On drop off and collection times, a parent or the nominated person must go to the tennis courts to sign the child/children in and out. If we have moved inside the Country Club due to adverse weather then the collection point will be at reception in the Country Club.

Mobile phones
Children are permitted to bring a mobile phone to camp, but this should be left in their bag at all times, including during their break.

Risk assessments
Risk assessment includes checking all areas the children have access to, for any potential hazards. We do this by walking round the premises and checking for rubbish or potentially harmful objects. We do this every morning, before camp begins.

Toilets
The closest toilets are located in the main building at Abshot Country Club.

Children under 9 attending camps will be walked to the toilets by the coaching team or a DBS checked member of Abshot Country Cub staff and wait outside of the disabled/baby change toilet and then return the player to the court.

Children aged 9+ will be allowed to leave the court to use the toilet unaccompanied. The disabled/baby change toilet must be used. Parents to be aware that there is access to the swimming pool through the changing rooms and not through the disabled/baby change toilet. To reduce the likelihood of children needing to use the toilet during their session we ask that your child has been to the toilet prior to the start of the session.

Equipment checks, first aid, accident book
All equipment is checked to ensure it is safe for the ages and stages of the children. The layout of play equipment allows adults and children to move safely and freely between activities. All equipment is regularly checked for cleanliness and safety, any dangerous items are repaired or the item is removed.

First Aid – All coaches have First Aid training.

First aid kit: Is regularly checked and re-stocked as necessary. Is easily accessible to all adults and kept out of the reach of children.

Accident Book: Any accident that occurs will be recorded accurately in the accident book. This will require a signature from a member of staff and a parent