

South Norfolk Leisure Kids Camp Parental/Guardian Informed Consent form

Kids Camp aims to have an open and honest relationship with all parents and children attending any camp. In order to create a safe and enjoyable environment for all children attending Kids Camp, the following terms and conditions must be agreed and adhered to. This agreement is with you, as the person who made the booking, and you are responsible for ensuring any parent/carer relating to this booking are aware of, and accept, these booking conditions.

Confirmation of booking details

By agreeing to these terms and conditions, you are verifying that the booking contact details, medical information and any other details submitted as part of the booking are correct.

Cancellations and Refunds

Kids Camp requires a minimum 12-hours-notice in order to cancel/change a confirmed booking. All cancellations can be processed via the reception desk.

Childcare Vouchers and Tax-Free Childcare

Kids Camp accept various payments using childcare vouchers. Please ensure that you pay once you have made the booking online. For bookings made using tax free childcare, please email the date and amount of the payment as well as the child's unique code (beginning with the child's initials and ending in TFC) to Kids.camp@southnorfolkandbroadland.gov.uk.

Booking alterations

Kids Camp requires a minimum of 12-hours notice in order to process booking alterations including day or time changes. Booking alterations can be completed at the reception desk.

Technology Usage

We ask all members of Kids Camp to leave their technology (including mobile phones, tablets and wearable technology) at home. Kids Camp is a chance to enjoy the day without the use of technology.

Health and Safety

Only children aged between 5 and 15 are permitted at Kids Camp. It is the responsibility of the parent/guardian to supply Kids Camp with the information required to ensure that all children enjoy a safe environment prior to the booked activity. Information required includes all medical information and any other special requirements.

Kids Camp is committed to providing an inclusive environment and will support children with Special Educational Needs and Disabilities (SEND) wherever reasonably possible. If a child has SEND requirements or behaviours that may require additional support, parents or guardians must inform the Leisure Activities Manager before making a booking. To allow adequate time for assessment and planning, a minimum of two weeks' notice is required prior to the booking date. Where available, an Education, Health and Care Plan (EHCP) should be provided to help us understand and support the child's individual needs. The two-week notice period enables Kids Camp to assess requirements and implement any appropriate support measures. In situations where we are unable to safely and effectively meet a child's needs, we may be unable to offer a place at Kids Camp. Any additional need requirements can be discussed with the Leisure Activities Manager by emailing to Kids.camp@southnorfolkandbroadland.gov.uk.

Kids Camp staff will ensure that communication is open and honest to create a safe environment for every child in attendance.

To help prevent the spread of illness and infection, children must not attend Kids Camp if they are feeling unwell or have an infectious illness. Children should only return to Kids Camp once they have been symptom-free for at least 48 hours.

Children attending our Kids Camp must be toilet trained and able to use the toilet independently.

Child Protection and Safeguarding

Kids Camp staff have a duty to care to report any safeguarding concerns in line with the Council's safeguarding policy. The Kids Camp Designated Safeguarding Lead is the Leisure Activities Manager if you wish to speak to them.

Staff Ratio

Kids Camp staff to child ratio complies with Ofsted requirements of one member of staff to every eight children. Ratios will not exceed 1:8 under any circumstances.

Liability and Personal Property

Kids Camp does not accept liability for personal injury or the death of any person unless directly caused by the proven negligence of the company or its servants, in this event our

liability insurance provides cover of up to £10 million. Kids Camp will not take responsibility for the loss or damage of any items of personal property brought onto the camp.

Exclusions and Late Collection

Kids Camp reserves the right to refuse, cancel, or withdraw a booking, and to exclude any child whose behaviour is deemed inappropriate or presents a risk to themselves, other children, or staff. Any refunds will be processed in accordance with our cancellation policy; however, no compensation will be provided for any additional costs or losses incurred. We also reserve the right to cancel future bookings where a child is consistently collected more than 15 minutes after the scheduled collection time.

Programme and Activities

Kids Camp reserves the right to change and alter the published timetable where operational requirements dictate. Where the programme is altered, alternative activities will be provided

Policies and Procedures

Copies of all Kids Camp policies and procedures are available at each camp location and can be provided upon request.

Complaints

Kids Camp aims to provide fun and enjoyable activities for all during their time at camp. If there is an issue, please speak to staff at your earliest convenience so that it can be discussed.

In order to make a formal complaint regarding Kids Camp activities, please visit:
<https://www.southnorfolkandbroadland.gov.uk/council/compliments-suggestions-complaints/make-complaint-south-norfolk-council>

Parents/guardians have the right to contact Ofsted and this can be done as per below:

**Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

or email at: enquiries@ofsted.gov.uk

