

STORM FITNESS AND LEISURE CODE OF CONDUCT

Storm Fitness & Leisure is fully committed to safeguarding and promoting the wellbeing of all its participants. We believe that it is important that members, coaches, administrators, and parents associated with any of our programmes should, always, show respect and understanding for the safety and welfare of others. Therefore, participants are encouraged to be always open and to share any concerns or complaints that they may have about any aspect of the programme with a member of the sports centre management.

Our programmes should offer a positive experience for children in a safe and positive environment. Staff will use a positive approach to discipline and will seek parental support to resolve behavioural issues if needed. Children who remain disruptive may be dismissed from the activities as outlined in our terms and conditions. Please make your child aware of the code of conduct so that they fully understand our expectations.

CODE OF CONDUCT

As a child booked into the Storm Fitness & Leisure Activities, I will:

- Show respect to other children and treat them as I would like to be treated.
- Participate within the rules and respect opponents, coaches and staff.
- Respect the rights and beliefs of others and treat others with courtesy and consideration.
- Communicate in an appropriate manner, which means I must not swear, use foul language, gestures or harsh words.
- Behave, follow and listen to all instructions from the coach. Play within the rules and respect the coaches and their decisions.
- Control my temper and not cause disruption to the activities.
- Respect the rights, dignity and worth of all participants. Refrain from the use of bad language.
- Refrain from bullying or persistent use of rough and dangerous play.
- Conduct myself responsibly. I understand that unwelcome teasing, messing around or other unkind behaviours are not permitted.
- Refrain from deliberately causing bodily harm to the children and staff. I understand that pushing, kicking or hitting are not acceptable and will not be tolerated.
- Use the equipment and facilities correctly and with respect.
- Be fully responsible for my actions and understand that irresponsible behaviour will result in disciplinary action.
- If I feel like I am being unfairly treated or have difficulties with a particular task during a session, I should approach the coach.

Actions taken if behaviour code of conduct is not followed:

- Children will first receive a verbal warning and given help by the coach to ensure they understand the rules of the activity.
- A second warning the child will be asked to have supervised time away from the area.
- Further disregard for the guidelines will result in potential removal from the activities.
- Any acts of violence towards another child or a member of staff will result in immediate removal from the activities, party, or course.

Storm Fitness & Leisure Junior Terms and Conditions**Temporary measures due to COVID-19**

The terms set out below show relevant show relevant temporary measures in place effecting and overriding Terms and Conditions. These terms will be reviewed regularly. We will endeavour to inform all customers and participants via email of any subsequent changes as and when they happen.

By continuing with your Storm Fitness & Leisure Junior activities you are agreeing to our full Terms & Conditions.

For more details on COVID-19 measures we have in place, please visit our website stormfit.co.uk.

General:

- 1.1 Payments can be made over the phone or in person by Debit/Credit card.
- 1.2 If you are unable to attend a session due to a COVID-19 related factor e.g. self-isolation, quarantine, displaying symptoms, this would be classified as an exceptional circumstance and you will be entitled to a credit or refund. An official medical note from a qualified practitioner must be provided.
- 1.3 Anyone intending to participate in a Storm Fitness & Leisure activity/coaching session is required to have viewed our junior code of conduct and Junior Terms & Conditions.
- 1.4 Anyone intending to participate in a Storm Fitness & Leisure activity will be required to read the 'Parent/Guardian guidelines which they will receive when making a booking or by email before attending. Guidelines will describe everything you need to know before attending, including COVID-19 measures such as drop off and collection.
- 1.5 Please insure child(ren) arrive ready to participate in a chosen activity as changing rooms will not be available.
- 1.6 In line with government guidance, no children are required to wear a face covering apart from secondary school children over the age of 11 years who will be required to wear a face covering when moving around indoor facilities.
- 1.7 When you are collecting and dropping off children, we ask that you limit drop off and collection to one parent/guardian per household. We ask parents/guardians to wear a face covering at all times whilst queuing and entering the building.

- 1.8 All staff members at Storm Fitness & Leisure are tested for COVID-19 twice a week. All staff members are required to wear a face covering moving around the centre apart from when coaching.
- 1.9 Hand sanitizing stations are positioned on every entrance in the sports centre.
- 1.10 If a child is suspected of displaying COVID-19 symptoms during their time at the centre, they will be sent home immediately and should follow the most recent government guidelines for self-isolation. Children showing symptoms will be separated from the group and accompanied by a staff member to be collected. Once the child has been collected, a full deep clean of the facilities will take place.
- 1.11 In the result of a suspected outbreak at one of our sessions, we will liaise with the college who will notify the relevant authorities for a rapid investigation to take place and will take appropriate action on any advice given. This may entail a large group having to self-isolate at home as a precautionary measure, in more extreme cases, the activities/course/centre may be closed for a period of time.
- 2.1 Session capacities have been reduced to ensure sessions can be delivered safely and COVID-19 securely. Sessions must be booked and paid for to secure a space. A booking will not be confirmed until a full payment is received.
- 2.2 Please ensure that you arrive on time and collect on time.
- 2.3 Parents/Guardians and children will be required to wait outside the sports centre reception, socially distance and be mindful of other users entering the building. You will then be asked to go through the side door in our reception lobby and queue at the sports hall door where you will be met by a staff member to register your child(ren) for the activities. Please ensure you do not enter the building or sporting facility until you are asked to do so by a member of the sports centre team.
- 2.4 Maintain social distancing, spectating will no longer be permitted.
- 2.5 We recommend that children come ready for their activity, leaving toys or any other household items at home unless it is essential toward their health and wellbeing.
- 2.6 Holiday activities are not transferable or refundable. The centre reserves the right to cancel or alter the programme due to low attendance or adverse weather conditions.
- 2.7 The sports centre will increase the number of outdoor activities but will also continue to use ventilated indoor spaces available at our facilities.

Bookings & Payment

- 1.0 Responsibility for the details of the bookings and for payments lies with the parent/guardian making the booking.
- 1.1 Acceptance of our Terms & Conditions means that you are liable for full payment of the booking. You will not receive a refund or credit for any part of your payment under any circumstances, unless you meet our cancellation/refund policy below.
- 1.2 Full payment is regarded as acceptance of our booking terms and conditions.

- 1.3 Spaces are unable to be reserved without full payment, and all registration forms completed in full.

Cancellations & Refund

- 2.0 All payments are non-refundable. We will only accept cancellations 7 days before the course or activity.
- 2.1 We cannot offer refunds or credit for any part of your payment under any circumstances once your booking has passed the 7-day cancellation period. This includes illness and any lateness.
- 2.2 In exceptional circumstances, we may offer refunds due to severe ill health or injury at the Sports Centre Manager's discretion. An official medical note from a medically qualified practitioner will be requested.
- 2.3 It may be necessary to cancel a course/camp for reasons beyond our control such as severe weather or low attendance. Where possible, advanced notice will be given, a credit or a voucher will be offered if we are unable to fulfil the booking.
- 2.4 We reserve the right to cancel any Storm Fitness & Leisure course/programme at any time. In the unlikely event that this happens, we will contact the parent/guardian who has made the booking, any fees paid will be refunded or alternative dates may be offered when available.

Medical and special educational needs

- 3.0 You are obliged to notify Storm Fitness & Leisure of any pre-existing medical conditions or special educational needs your child may be experiencing, accompanied with any medication that may be relevant. If full information about medical or physical conditions, or behavioural matters are not provided at the time of registration it may result in your child being excluded from activities with no refunds provided. A medical authorisation form for any medication left on site will need to be completed during your child's visit.

Supervision, Timings & Delivery

- 4.0 All booking times can be found on our website www.stormfit.co.uk
- 4.1 You are required to turn up and collect on time, Storm Fitness & Leisure does not have the staff or facilities to look after unaccompanied children.
- 4.2 If your child is unable to attend a scheduled session, parents/guardians must inform the sports centre reception Tel: 01375 898613
- 4.3 Children attending a course or club must have at least one responsible adult accompanying them to registration and collection.
- 4.4 If you would like your child(ren) to sign themselves in and out of a session, you will need to complete a child release form. This is only permitted for children over the age of 10 years. Once this form has been completed by a parent/guardian and approved by a member of the sports centre management you will receive a confirmation by email, once

received, the child referenced on the form will be allowed to sign themselves in and out of the course or camp.

- 4.5 Coaches and playleaders will be provided depending on the specific activity you have booked. Storm Fitness & Leisure staff are only responsible for the children during the agreed time of the sporting activity.
- 4.7 Spectating is not permitted unless previously arranged by a course or activity.
- 4.8 Children will need to arrive changed and ready for their chosen activity. Storm Fitness & Leisure will not be responsible for child supervision if using a changing facility or toilet breaks during an activity.
- 4.9 No child can be dropped off before the start of a session. Parents/guardians must wait with their child until registration opens or the coach is ready to start a session.
- 5.0 All children must be picked on time. A late fee may apply if your child is picked up late.
- 5.1 No child(ren) is allowed to leave the site until they are collected by a responsible adult. If attending a day camp all children must be signed out at collection. Every effort will be made to contact the parent/guardian or emergency contact prior to contacting social services if this occurs.
- 5.2 Fines must be paid in full before attendance. Non-payment of fines will result in your child being refused from attending forthcoming courses/camps.
- 5.3 If a different person will be collecting your child from a course, please inform the coach. If a different person will be collecting your child from a day camp, inform the playleader at registration and provide the person collecting with your password before they arrive at the centre to collect. This is to ensure we comply with safeguarding regulations.
- 5.4 Parent/guardians are asked to wait in the sports centre reception for collection and a member of staff will bring your child(ren) to you to sign them out of the session.

Equipment, clothing, and personal items

- 6.0 Storm Fitness & Leisure will provide all equipment necessary for the activity.
- 6.1 As you will be taking part in sports-based activities, any person that turns up without the correct clothing or footwear will not be allowed to take part in an activity, e.g. Tracksuit bottoms, trainers, socks for use on the bouncy castle. Jeans are not permitted.
- 6.2 Jewellery is not permitted. Please remove any jewellery before attending. For safety reasons we are unable to tape earrings, therefore they will need to be removed before your session by yourself or parent/guardian, Storm Fitness & Leisure staff are unable to do this.
- 6.3 Storm Fitness & Leisure will not except any liability for the loss or damage of any personal items. We strongly advise children leave valuables, money, jewellery, electronic devices at home.

- 6.4 Wear appropriate clothing for the time of the year. Some activities will be held outside, in summer months please provide a hat and sun cream. In colder months a coat and warm clothing.
- 6.5 Storm Fitness & Leisure will not provide catering. Please supply a healthy packed lunch, snacks and a sealed water bottle or drink (no fizzy drinks). Water fountains are available to refill your bottle.

Behaviour and conduct

- 7.0 Fighting, stealing, swearing, discrimination, bullying or any abusive behaviour towards staff of fellow attendees will not be tolerated and will always be challenged by Storm Fitness & Leisure staff. This will result in immediate expulsion (non-refundable) and exclusion from future activities.
- 7.1 Please ensure that you and your child(ren) read our full Storm Fitness & Leisure Code of Conduct before attending a course or camp.

Health and Safety

- 8.0 A qualified First Aider is on site whilst the centre is open at all times.
- 8.1 In case of an emergency, the designated First Aider will administer the appropriate aid. By agreeing to these terms and conditions, you are giving us permission to seek medical advice and/or treatment in an emergency.
- 8.2 It is accepted that when taking part in sports there may be sporting injuries. The sports centre will take appropriate measures to ensure the activities are safe, however sporting injuries are often out of our control.

Photography

- 9.0 Storm Fitness & Leisure is an active operation which means our overriding priority is to ensure that photography does not lead, either directly or indirectly, to anything that may potentially endanger the safety of the children. We therefore ask that you do not take photos or video recordings and under no circumstances should any photos or videos be published online.

Safeguarding

- 10.1 Storm Fitness & Leisure staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. All such concerns are dealt with by our designated safeguarding lead with appropriate action taken.
- 10.2 All members of staff are DBS checked.

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