

Comeback

Safely

EXAMPLE OF FAQ'S

What procedures are put in place to ensure my child's safety at classes?

Things that can be mentioned:

Group sizes: Groups will consist of a maximum of X children and X coaches, as per Government guidance. Once in groups, there will be no swapping around or engaging with another group. These bubbles will prevent cross-contamination and ensure that if anyone presents symptoms, "track and trace" is easily implemented.

Socially distanced activities: As per Government guidance, children will remain X metres apart at all times. Coaches and staff will never come into contact with children unless in the event of an accident whereby PPE will be worn and the correct safety measures will be carried out.

Hygiene: There will be hand sanitiser available at the entrance, we ask that children use this upon entering and exiting the building.

PPE: Due to the nature of activity, children are not required to wear masks but staff may feel it necessary for them to do so. PPE will be worn when dealing directly with children in the unlikely event of an accident or if a child becomes unwell.

Cleaning routines: The venue will be thoroughly cleaned at the end of every day. In between classes, any shared equipment will be wiped down and sanitised to ensure it is safe for the next child to use. The toilet and surfaces will be thoroughly cleaned after each individual use.

Symptom checks: We ask that parents do not bring their child to class if they are generally unwell, but especially if displaying symptoms of Coronavirus. We will have a digital thermometer to be used on each child upon entering the venue.

Contactless sign in, booking and payments: Where possible, we ask that parents drop their children off outside the venue and do not enter. To make this easy for our customers, we have an online booking and payment process which allows parents to book and pay at the touch of a button on their phones. Please phone or message if you require to speak with a member of staff.

Comeback

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How will you safely observe children in class?

We will be following the same settings as schools, whereby classes will be smaller and will not mix. The smaller group size will ensure that social distancing can be observed more easily.

All activities, sports and games have been created to ensure social distancing can be maintained. We will remind children of the need to social distance during their morning meeting and will continue to remind them throughout the day.

We do ask, however, that you ensure you explain and ensure your children understand social distancing before they come to class. Social distancing must also be observed at the welcome desk during registration and collection and we ask that parents help us by complying with this

What should my child bring to classes?

To avoid cross-contamination, where possible children should bring their own equipment and only a water bottle.

To minimise the number of personal belongings at the venue, bags and jackets should be left in the car and not brought into the facilities. Any shared equipment will be thoroughly wiped down and cleaned.

What happens if my child needs the toilet?

A designated toilet will be identified for each group to use so that groups are not crossing over.

Children will go to the toilet as a group with their coaches, and each child will be allowed to use the toilet one at a time. Toilets will be cleaned regularly throughout the day.

Comeback

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Will coaches or children be able to mix groups?

Groups will consist of a maximum of X children and X coaches, as per Government guidance. Once in groups, there will be no swapping around or engaging with another group.

These bubbles will prevent cross-contamination and ensure that if anyone presents symptoms, “track and trace” is easily implemented.

What will happen if a child is unwell and needs medical attention?

Your child will receive the best care and attention and will be treated by our first aiders.

First aiders will wear PPE (disposable gloves, gown and mask) when treating your child to protect both your child and the first aider, as they will be coming into close contact with your child. Following our standard policies on accidents and injuries, each accident will be recorded and reported to you.

If there's another peak of Covid-19 and classes have to stop, will I get a refund?

We would transfer the number of sessions left in your booking to a new date once everything is safe to operate again. If it appears to be for an extended amount of time, we will revert back to online sessions as before and ask that you participate in those at a reduced cost to allow your child to carry on with the programme.