



# A Parent's Guide To Super Star Sport After School Clubs



**Thank you for signing your child up to our Super Star Sport After School Club Programme this term!**

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superstarsportwl



sss\_westlondon

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## What should my child bring?

As your child will be active and running around for most of the day, they will need to bring the following:

- ✦ **A refillable bottle** – Water is available at all our sites.
- ✦ **Healthy snacks** – Before the club begins there is an opportunity for your child to eat a snack if they are hungry, we encourage healthy snacks such as fruit however this is not a requirement.

**All Super Star Sport After School Clubs are nut allergy aware. Please avoid sending your child to the club with nuts or any items that could contain nuts. Thank you for helping us keep children safe!**

- ✦ **Clothing** – Given the changing nature of the weather, please ensure that your child brings appropriate layers, gloves and hat, a waterproof jacket and a change of clothing.
- ✦ **Asthma/Epipens** – If your child suffers from asthma or allergic reactions, please make sure you have told us when booking and provide a pump/epipen each week your child attends the club.

## What NOT to bring?

- ✦ Please avoid bringing any nuts or items containing nuts.
- ✦ Mobile phones, tablets and all other electronic items - we will be too busy to need them! The only exception is if your child is in Year 6 and walks home alone.
- ✦ Sports equipment - we will provide this.
- ✦ Any valuables, such as watches or jewellery.

## What should my child wear?

As we will be running around and taking part in physical activity, we suggest they wear loose, comfortable clothing and correct footwear that is appropriate to the weather and the activity they are taking part in.

Given the changing nature of the weather, please ensure that your child brings appropriate layers, gloves and hat, a waterproof jacket and a change of clothing.

In case of hot weather, please provide a sun hat and sun screen if needed.



## What happens if my child has a medical condition or additional needs?

We want to make sure we give you and your child the best and safest experience possible while at our After School Club. To make this happen, we need to be aware of any pre-existing medical conditions and any additional information when you make the booking.

If your child requires medication during the After School Club, please bring this to our attention when booking so that we can make the coach aware. You will also need to fill out a short 'Adminstrating Medication Form prior to the first week of the club. Please ensure any medication, epipens, inhalers are brought with your child to the club.

All information regarding your child's medical needs will be treated in the strictest confidence.

Super Star Sport is very proud to be an inclusive company that strives to make all of its sessions accessible. If your child has any additional needs it is important that we are made aware of this so that we can put support measures in place to ensure your child has the best time whilst attending our club.

When booking your child and filling out the booking form, please ensure all of the medical information you provide is accurate and up to date.

If you fail to provide us with accurate information and this becomes evident once the After School Club has begun, Super Star Sport reserve the right to withdraw your child from the After School Club on medical and safety grounds. If Super Star Sport has to cancel your booking for this reason, you will not be eligible for a refund.

## What happens if my child has an injury?

All our Super Star Sport After School Club team members are trained first aiders, so you can rest assured that your child is in safe hands should an injury occur. We will deal with any minor injuries on site. The injury will be recorded in an injury report form and you will receive a copy of this on collection of your child. The coach will explain how and where the injury occurred and any first aid treatment given.

If there has been a more serious incident or your child has fallen ill, you will be contacted by telephone immediately.



## What if my child's behaviour is inappropriate?

At After School Clubs, we encourage and reward positive behaviour and deal with inappropriate behaviour firmly and fairly.

Any behavioural problems will be dealt with as they arise, but in serious or persistent cases you will be contacted. Once you have been informed of the inappropriate behaviour, if this behaviour persists Super Star Sport will reserve the right to withdraw and cancel the rest of your child's booking of the After School Club. If Super Star Sport has to cancel your booking for this reason, you will not be eligible for any refund.

Please note that you will be expected to come and collect your child as soon as possible if a member of the Super Star Sport team contacts you following further behavioural instances.

If your child has any additional requirements or needs, please do let us know as we want every child to have the best possible time with us.

All disclosures will be dealt with the strictest confidence.



## What happens when I collect my child?

At every club there will be a designated dismissal point, this is where your child will be dismissed from every week. When you collect your child, the coach will dismiss children one at a time to ensure that children are dismissed safely and correctly. We appreciate that at the start of the block this may take slightly longer, we take the safety of your children extremely important and appreciate in advance your patience.

Upon completing your child's booking, you would have been asked to create your own 4 digit pin, you will be asked this from the coach when collecting your child so that the coach can verify the correct person is collecting your child. If you require someone else to collect your child for example a childminder, you will need to let them know the Pickup pin as they will be asked for it.

It is essential that you only share your Pickup Pin with people on a need to know basis, if you would like to change your Pin or have forgotten your Pin you can give us a call on 01895 204 885 and we can support you.

## What happens if I am running late?

We understand that sometimes you may be running a little late, don't panic. Just contact the school and make us aware as soon as you can. If you are unable to contact them on the mobile, please call us on 01895 204 885 and we will be able to help.

Please note that unfortunately due to staffing, a small charge will be incurred for delays of more than 15 minutes after the pre-booked collection time. For more information on this, see our Terms and Conditions.

