

# YOUR CHILD'S SAFETY AT HARBOUR CLUB

Please read this to help keep your children safe and secure.

## GENERAL RULES

- ✓✘ • Parents with children under five years must remain at the club at all times.
- We will always have a first aider on duty.
- Children arriving more than 10 minutes after the class start time will not be able to attend the activity.

## CHILDREN'S INFORMATION DOCUMENT (CID)

- ✚ • Please ensure you complete a Childrens Information Document and ensure you inform us of any changes.

## CRB CHECKS

- 🚶 • David Lloyd staff are cleared through CRB before supervising children.

## CLOTHING

- 👕 • Please dress your child/children in clothing appropriate for the activity. We may use tabards to help with security.

## DAILY BOOKINGS

Children must always be booked into all classes and activities.

- 📅 • Please advise us of any cancellation at least 24 hours in advance or there may be a charge.

## SIGNING IN/OUT

- ✍️ As children are dropped off, parents must sign the child into our care and sign the child out again on collection. Written consent is required if a different parent/adult collects the child.

Please ensure you are on time when collecting your child/children as this could impact on the safety of the other children.

If for any reason you cannot collect your child on time please contact the club immediately.

## FIRE PROTECTION

- 🔥 If the fire alarm goes off, our staff will evacuate your children from the building. Parents should not attempt to collect their children at this stage. Children will not be released to parents during the fire drill unless the building is unsafe to re-enter.

## ACCIDENT & INCIDENTS

- 🚑 • We will inform parents, either immediately or when the child is collected, of any incidents or accidents that may have occurred during the activity. You will be asked to sign an incident form.

## CHILD ENTERING A SESSION WITH A VISUAL INJURY:

- 👤 • If your child has an injury/bruise, please inform our staff on arrival.

## A LOST CHILD OR PARENT

- 👤 Should a child go missing from care or whilst on the premises within parental control, the club will follow the company procedure to make every effort to find the child as quickly as possible:
  - The club will automatically allocate a member of staff to the main entrance and poolside as well as inform all staff of the incident.
  - If the child is not found within 10 minutes, in consultation with the parent, Harbour Club will contact the police for further assistance and stop cars leaving the premises car park.

## EQUAL OPPORTUNITIES

- 🌐 Harbour Club will never discriminate and will work with every child to develop their individual abilities, whatever their needs.

## CHILD PROTECTION

- 👤 If a team member suspects child abuse of any type – physical, neglect, sexual or emotional abuse, they will report it to the Child Protection Officer for the club, who in turn will take appropriate action in accordance with the Local Safeguarding Children's Board as part of Harbour Clubs obligations to children. These concerns will be kept strictly confidential and discussed with the parents, unless such discussion would place a child at risk of significant harm.

## PHOTOGRAPHY OF CHILDREN

- 📷 Harbour Club does not allow children to be photographed unless written permission is received from the parents.

## CHILDREN'S BEHAVIOUR

- 🌟 We will encourage your children to enjoy their visit and will never shout at or humiliate any child. We will explain to older children behavioural ground rules and will advise parents of any unacceptable behaviour. Bullying will never be tolerated and we will work with children to resolve any issues.

## GENERAL SICKNESS:

- 👤 Should a child be unwell, parents should be aware of the following:
  - Child showing signs of illness must be kept at home, if you are unsure please ask the club team.
  - We will endeavour to contact the parents immediately if a child becomes ill within our care.
  - We will notify all users if any infectious illness has been reported.
  - We are not permitted to administer any medication.

## COMPLAINTS PROCEDURE

- 👤 If you are concerned about any aspect of our services for children, please discuss it with the Family Activity Coordinator or Manager on duty.

## CONFIDENTIALITY

- 👤 Any information we receive about your children will be held in the strictest confidence.



**Harbour Club**  
harbourclub.com