



Carnegie Junior Programme – Terms and Conditions

1. Sport and Active Lifestyles Responsibilities

- 1.1 All Carnegie Junior programme teachers are appropriately qualified, have undergone DBS checks and have signed a code of conduct agreement about the behaviours we expect of them.
- 1.2 It is our policy to endeavour to provide a temporary replacement coaches/teachers in the event of any instructor absence.
- 1.3 If a coach or teacher is absent, S&AL reserves the right to join classes together if considered appropriate. We would always try to put a replacement coach/teacher in place immediately; however, if this is not manageable we would put the classes together in order to avoid the cancellation.
- 1.4 We reserve the right to replace any coaches/teachers, if necessary, once the term has started
- 1.5 Coaches and/or teachers are only responsible for pupils during their lessons and parents and/or guardians are responsible at all other times. The lesson begins when the coach/teacher accepts charge of the pupil and ends when the lesson finishes.
- 1.6 A quality Assurance check on each teacher's performance is monitored each term by an internal verifier.
- 1.7 A Supervisor and/or Service Delivery Manager will be available to ensure that the safe, smooth running of the lessons and to look after the needs of the coaches/teachers, pupils, and parents/guardians. Lifeguards are also present during our swimming programme.
- 1.8 As equipment is provided, the University will not be held responsible for the loss of personal belongings.

2. Parental Responsibilities

- 2.1 Parents must remain on the Sports Centre premises during swimming lessons and close by whilst the pupil is in their lesson. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other emergency situation.
- 2.2 Parents/guardians must never distract the teacher during a lesson and should direct all communication through the reception staff. Parents/guardians attempting to speak with a teacher during the period that lessons are in progress is dangerous as it will distract the teacher from the supervision of the pupils in their lesson.
- 2.3 We expect parents/guardians to be respectful towards staff.

3. Facility Closure and Cancelled Lessons

- 3.1 In the event of a facility closure or in the event of a lesson cancellation, we will make every attempt to contact our customers as soon as possible and in any event prior to the start of a lesson.
- 3.2 All parents/guardians must supply us with an up to date telephone number for quick communication purposes, and in the event of an emergency.

3.3 In the unusual event of a facility closure, a credit note will be given in lieu of future payment for the following term. In an instance where a pupil is not returning to our classes for a further term, a refund for missed lessons will be given. Credit will also be given in the event a lesson is cancelled at late notice.

4. Payment & Refunds Policy

- 4.1 Payment needs to be made prior to attendance either online or through reception, we reserve the right to refuse entry to anyone who has not paid following this.
- 4.2 If after booking term lessons you wish to cancel, you may do so by contacting the Swim Academy team in writing to swimminglessons@leedsbecket.ac.uk, within 7 days of making the booking. You will receive a refund of the payment made, less 10% administration charge.
- 4.3 If you wish to cancel after 7 days of making the booking, you may do so by contacting our Swim Academy team in writing to swimminglessons@leedsbecket.ac.uk at any time before your first lesson or up to 3 working days after your first lesson. You will receive a refund of payment made, less fees for the lesson provided if applicable. After this period, we cannot offer refunds or credit notes if you are unable to attend lessons.
- 4.4 If you cannot attend for a number of lessons in a row for medical reasons, we can refund or credit the following terms lesson for those lessons missed if a doctor's note is provided and Sport Active Lifestyles are made aware of this as soon as possible.
- 4.5 For the Carnegie Junior Sports courses, camps & sessions a full refund can be provided if we are notified of cancellation within 7 days of making the booking, there is not a refund for anything later than that without a doctor's note or in the event of an exceptional circumstance. Cancellation can be made in writing to juniorsportsacademy@leedsbeckett.ac.uk

5. Personal Data

- 5.1 We will process your personal data in accordance with the General Data Protection Regulations ("GDPR") or any successor legislation to the GDPR or the Data Protection Act. For further information on how we process your personal data please see Sport and Active Lifestyle's Privacy Notice. <https://www.leedsbeckett.ac.uk/sport/-/media/files/sport-active-lifestyles/privacy-notice--sport--active-lifestyles.pdf>

6. Child Protection/Safeguarding

- 6.1 We are committed to safeguarding and promoting the welfare of children and expect all staff and volunteers to share this commitment.
- 6.2 We have a number of policies and procedures in place that contribute to our safeguarding commitment, these are reviewed annually or when legislation changes.
- 6.3 Sometimes we may need to share information and work in partnership with other agencies, when there are concerns about a child's welfare. We will ensure that our concerns about a child are discussed with parents/carers first, unless we have reason to believe that such a move would be contrary to the child's welfare.
- 6.4 All customers should observe the 'No Photography' signs around the Sports Centre premises, any photos taken and used will only be of those whose parents/guardians have signed the image consent form.

7. Conduct and Behaviour

7.1 The safety and wellbeing of all participants attending our junior programme is our primary concern. We therefore reserve the right to remove from our programme, without refund, any participant who is found to be bullying or, behaving in a way that may present a danger to others or displays generally disruptive behaviour.

7.2 Behaviours we consider to be unacceptable include, physical abuse, verbal abuse – including sexist, racist or homophobic remarks and name calling, bullying, spitting, screaming, or a consistent ignoring and refusal to follow instructions which could affect theirs and other childrens care on the course.

7.3 In the event of an allegation of bullying, parent/guardian of the children involved will be contacted firstly so they know we are aware of it, then we would follow this up with an investigation by our Carnegie Junior team. The outcome of this would be communicated with the parent/guardians of everyone who is involved.

8. Complaints Procedure

8.1 Sport and Active Lifestyles endeavours to provide all participants with a high quality teaching/coaching experience in a safe and comfortable environment. We constantly evaluate all aspects of our operation and are always looking to improve the services we provide. We actively seek and encourage feedback both verbally and written.

8.2 In the event that a customer is unhappy with any aspect of our service then please raise the issue with the relevant programme lead or via the CSE inbox csesport@leedsbeckett.ac.uk

Carnegie Junior Sports Academy – Kirsty Mcphee K.M.Mcphee@leedsbeckett.ac.uk / 0113 8123737

Carnegie Swim Academy – Gary Beaumont G.Beaumont@leedsbeckett.ac.uk / 0113 812 3160

9. Health & Safety

9.1 Sport and Active Lifestyles staff are responsible for ensuring general housekeeping rules and evacuation procedures are adhered too. Customers will be made aware of the appropriate clothing and footwear needed related to the area and activities their children will take part in.

10. Equal Opportunities Policy

The University's equal opportunities and diversity policy can be found here:

http://www.leedsbeckett.ac.uk/-/media/files/public-information/a-to-z-guides-and-support/nn_equality_diversity_policy.pdf?la=en

11. Additional Needs

We require parents and guardians to be fully honest and transparent regarding the level of additional needs of children at the point of booking, especially when children require 1:1 care in their regular school or home setting, and we would expect these children to be accompanied by their regular carer.

We reserve the right to contact parents and guardians at any point, to collect their child when our staff assess a child to demand a high level of 1:1 attention that detracts from the welfare of other and children and places a high level of demand on our staff team.

12. Lost Child Procedure

12.1.a. If a child is reported missing

- If a parent reports a child missing to a member of staff, whether this be an Operative or Receptionist, they must inform the Supervisor immediately.
- The staff member must collect as much information as possible, including;
 - Name of the child that is missing
 - Age of the child
 - A detailed description of the child's appearance including clothing
 - The location that the child was last seen
 - The time that the child went missing
 - The name and contact details of the parent
- The Supervisor must inform Security of the situation, who should provide assistance.
- All staff members that are available should be called via the radio and informed of the situation, before searching for the child in the sports centre.
- Security staff should search the surrounding areas of campus in case the child has strayed from the sports centre.
- If the child is part of a large event then an announcement can be made over the PA system stating the name of the child and where the parent can be found.
- A staff member should remain with the parent at all times and attempt to calm and reassure them.
- If the child is missing for longer than 10 minutes then the Police should be informed.

12.1.b. When the child is found

- If a member of staff finds the child then they should inform the person that is alongside the parent via the radio.
- The staff member finding the child should escort them back to their parent.
- Security should be informed that the child has been found, as should the Police if they have been called.
- An incident report form should be completed ensuring that all relevant details are collected.

12.2.a. If a child is found without their parent/carer

- If a child is found on their own without a parent/guardian they should be brought to the sports centre reception and the Supervisor should be informed immediately.
- The Supervisor should attempt to get some information from the child including;
 - The name of their parent/carer
 - A brief description of the parent
 - The activity they have been doing at the centre
 - The location that they last saw their parent/carer

- How long they have been missing
- The Supervisor must inform Security of the situation who should provide assistance searching for the parent.
- Staff members should begin to search for the parent in all possible locations.
- If the child is part of a large event then an announcement can be made over the PA system stating that the parent of the lost child should come to reception.
- The Supervisor should stay with the child at all times.

12.2.b. When the parent is found

- If a member of staff finds the parent they must notify the Supervisor immediately.
- The staff member should ask the parent for a description of their child, and should only be taken to the child if the description matches.
- Security should be informed that the parent has been found.
- An incident report form should be completed ensuring all relevant details are correct.

12.3 If a child has not been collected at the end of the session and we have had no communication from the parent/guardian to say they will be late, then the emergency number we have listed will be contacted and a voicemail left if the call is not answered. A member of staff will supervise the child in the Sports Centre until they are picked up.

When all options have been explored and there has been no success in contacting the parent/guardian by the end of working hours in the Sports Centre, then the police would be called.

12.4 If there is anyone who is specifically not authorised to collect your child, we must be notified of this prior to attendance.

13. Allergies/Medication/Injury

13.1 We must be made aware if a child is suffering from allergy, children must bring their own auto injector with them. If the child is unable to administer the injection themselves then it falls under the responsibility of our staff who are trained to administer it only if advised by emergency services.

13.2 When the child brings an auto injector, Inhaler, or any other medication they will need to keep it with them or have it stored somewhere where it is readily available.

13.3 In the event of the child suffering an injury the Camp Organiser on that day will contact the mobile number we have been provided with to notify the parent/guardian. Please be aware we would not put any child in a situation in which there is a likely chance of injury, but this is a sports programme and with physical activity there is an inherent risk of injury.

13.4 We cannot exclude liability for death or personal injury caused by our negligence.

14. Infection Control/Sick Child

In order to stop the spread of infectious diseases, parents must notify us as soon as their child is diagnosed with an infectious illness.

The child will need to be kept away from the site whilst they are ill. The following illnesses would require the child to remain away from the site: Rashes & Skin Infections, Diarrhoea & Vomiting Illness, Respiratory Infections, & Other infections e.g Diphtheria, Hepatitis A, Meningitis, Mumps.

If a child is sick during our Junior Sports programme, the contact number we have listed for them will be called immediately and the child will need to be collected.

You should wait until your child's Doctor has given you the all clear before returning to classes. In the instance of sickness/diarrhoea, your child must be clear of all symptoms for at least 48 hours before attending a class.

15. Force Majeure

15.1 If a class cannot take place or is delayed because of circumstances beyond our reasonable control, we will not be liable for any direct or indirect losses incurred by you or your child. Examples of such circumstances include (without limitation): war, terrorism, civil commotion; fire, flood, adverse weather, natural disaster, act of God; outbreak of communicable disease, epidemic, or pandemic; any strike or labour dispute; interruption or failure of any utility service; any law or government order, rule, regulation, or action by a government or public authority. You and your guests should ensure that you have sufficient insurance protection to cover any losses you may suffer as a result of a class being cancelled or delayed.

For further information, please see our FAQs section on the Carnegie Junior Academy website

<https://www.leedsbeckett.ac.uk/sport/junior-sport/>