



Admission

It is our intention to make our clubs accessible to children and families from all sections of our local community. Admission to the club is organised by our manager and a waiting list system may be implemented if and when the need arises. A completed registration form is required for each child attending and we ask that we are kept up to date of any changes in these details and ensure that all details concerning your child are confidential. Your bookings can be made using our IPAL booking system.

Payment and Fees

Fees are payable in advance using our online booking system-IPAL. If you require help using this system please contact Sam Hyland on [07901768436-](tel:07901768436)
info@topmarksportscoaching.co.uk

Changes to days and cancelling your child's place

To cancel the session we require at least 2 days' notice, this can be done via the online system. No refunds will be credited back to your account unless at least 2 days' notice is given.

If your child is ill it is important that inform us so that we know not to expect them on that day. If club is at full capacity then late bookings may have to be declined. Where ad hoc sessions are required please be realistic in giving as much advance notice as possible. On the day bookings cannot be guaranteed.

If you need to discuss any invoices, payments or any other related enquiry please speak to the setting manager or our office manager on 07901768436.

Increase in Fees

From time to time we will review fees, this will normally take place towards the end of each financial year. Fees may increase due to a number of reasons, increase in the living wage, NI/ pension contributions, rent, general club costs. We will give notice to parents before any fee increase takes place.

Arrival and departures

When you arrive with your child/ren for the holiday club we will check their names on the register. For your child's name to get on the register parents must ensure that they have registered and paid for the session via our IPAL system. As stated in our 'Collection and Departure' policy children always be collected by a named adult. In exceptional circumstances when it is not possible for your child to be collected by a named person, a password system will be adopted. The club finishes our short days at 3pm and long days at 6pm, if you are delayed for whatever reason please telephone the club to let us know. A late payment fee of £10 for every 15mins as we will need to pay 2 members of staff to look after your child/ren. All children must be signed in and out by an adult.

Safeguarding

At TMSC we share an objective to help keep children safe from harm and abuse. We strongly comply with local and national safeguarding procedures and ensure that all staff are appropriately vetted and trained to undertake their safeguarding responsibilities effectively. If you have any concerns please contact our Senior Safeguarding lead Mark Hyland on 07748696099, in his absence your club manager.

Equal Opportunities

TMSC Holiday Club is committed to equal opportunities and aims to demonstrate, through our activities, the children of all ethnic origins, racial groups, religions, cultures, linguistic backgrounds and abilities are valued and respected. We aim to equip our children with an awareness of our diverse society and to appreciate the values of difference. Discrimination on the basis of colour, culture, religion, origin, sex or ability is not acceptable. The premises we use for our sessions are accessible to all and we make every effort to accommodate and welcome any child with individual requirements. We frequently work and liaise with parents/carers and relevant professionals to meet a child's specific needs within the clubs limitations. Each case is assessed individually and risk assessed to ensure everyone's safety.