

## **1. How many times can I use a discount code?**

All discount codes are specific and have their very own terms and conditions. Please check the small print of any discount code being issued.

Any discount code available is subject to availability and valid for one child per family only. Our system will recognise the surname and address to prevent further bookings using that particular offer.

We sometimes offer promotions or give discounts for parents and carers on special occasions. Please read the terms of using the discount code when it's offered as they sometime have different specifications.

Any discount code offered should be used in accordance with it's specific terms and any attempts to misuse the offer will result in the termination of your booking on our holiday camps.

## **2. What is the age range for Pouncing Panthers?**

With apologies, due to insurance purposes we can only accept children between the school years of 1 and 6. Under very extenuating circumstance we may agree to taking a Year R child but this must be agreed in writing with our Manager before booking.

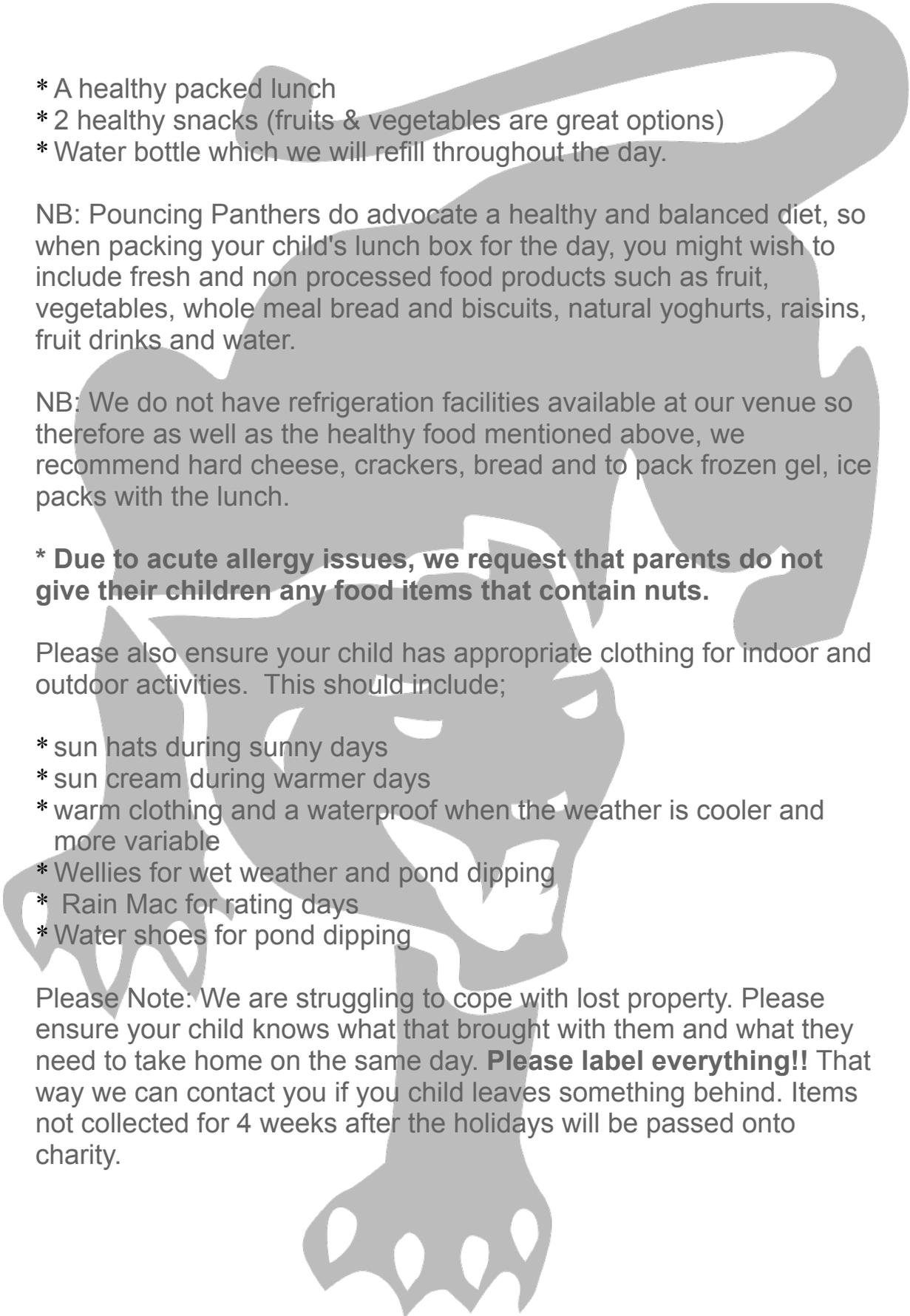
## **3. What does my child need to bring on the day?**

We are a HAF funded provider, although it's not guaranteed as we have to apply for funding each holiday period.

Part of the funding criteria is to ensure every child receives a hot lunch including dessert during their day with us. If we are lucky enough to receive the funding then you will not need to provide a packed lunch or snacks.

Our success of the grant will be expressed in our newsletter to you via email. Please read this carefully as to whether you need to bring lunch and snacks. We will also put notification on our social media platforms. Please note there will never be any funding during the half term periods (February or October) and a packed lunch and snacks must be provided each day.

If lunch is not provided by us please ensure that your child brings the following;

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- \* A healthy packed lunch
  - \* 2 healthy snacks (fruits & vegetables are great options)
  - \* Water bottle which we will refill throughout the day.

NB: Pouncing Panthers do advocate a healthy and balanced diet, so when packing your child's lunch box for the day, you might wish to include fresh and non processed food products such as fruit, vegetables, whole meal bread and biscuits, natural yoghurts, raisins, fruit drinks and water.

NB: We do not have refrigeration facilities available at our venue so therefore as well as the healthy food mentioned above, we recommend hard cheese, crackers, bread and to pack frozen gel, ice packs with the lunch.

**\* Due to acute allergy issues, we request that parents do not give their children any food items that contain nuts.**

Please also ensure your child has appropriate clothing for indoor and outdoor activities. This should include;

- \* sun hats during sunny days
- \* sun cream during warmer days
- \* warm clothing and a waterproof when the weather is cooler and more variable
- \* Wellies for wet weather and pond dipping
- \* Rain Mac for rating days
- \* Water shoes for pond dipping

Please Note: We are struggling to cope with lost property. Please ensure your child knows what that brought with them and what they need to take home on the same day. **Please label everything!!** That way we can contact you if your child leaves something behind. Items not collected for 4 weeks after the holidays will be passed onto charity.

#### **4. When and how do I drop off and collect?**

Our standard activity day runs from 9.00am to 5.00pm. Registration will open at 8.50am and we request that you start registering no later than 9:00am.

We do operate an early-bird drop off from 8:15am at an extra £5.00 per child. This optional extra should be booked online at time of booking.

Full Day hours - 9am - 5pm

Please note however that day sign out closes promptly at 5pm. We do levy fees for late pick-ups at £5 for every 15 minutes. (Free for the first 14 minutes as we understand there are some unavoidable circumstances)

**We operate a strict and secure drop off and collection system** It is necessary for every parent/guardian dropping off their child/children to sign in and out each day. On arrival you will be asked to sign our register. Please put any notes on the register such as medication times and doses, alternative person to collect or any other information you feel we should know for that day, that is not on our booking system.

If for any reason the parent/guardian dropping off is unable to collect on a particular afternoon/evening and you wish a friend or relative to collect your child/children on your behalf, please ensure that their name and contact number is written clearly on our register at drop off.

#### **5. What are the adult to child ratios?**

Pouncing Panthers always have a minimum of two DBS checked adults on duty at all times. The legal requirement for adult:children ratios are 1:8 and we always work to the ratio of 2:16 at all times. If we have 30 children on site we will have a minimum of 4 DBS checked adults on site at all times.

All of our staff have several years of experience working with children of all ages, they are CRB checked with a minimum of level 2 Safe Guarding training. We adhere to all laws associated with working with children and ensure they are safe and secure at all times. We also

have a First Aid trained adult with the children at all times.

## **6. Are Pouncing Panthers Clubs registered with Ofsted?**

**Pouncing Panthers camps are not currently registered with Ofsted.** We are a privately owned family run company whereby it is not necessary for our clubs to be Ofsted registered. However, each of our holiday clubs do adhere to the guidelines and standards set out to safeguard the welfare of your child during their time with us. Although we will be happy to give a verbal report of progress of your child/ children on request, this is not a school and we will not be testing your children. Our primary focus is for your children to have fun and learn various skills without feeling pressured.

## **7. What if my child requires medication whilst at the club?**

Pouncing Panthers are only able to accept and administer prescribed medication. If your child is likely to require prescribed medication of any sort throughout the day, please inform the site manager on arrival, who will complete the necessary paperwork. All medication should be handed to the site manager and must be in its original packaging with the child's name and prescription label.

Due to a recent tightening up of the regulations that govern the administration of emergency medication (epipens, hypodermic injections etc.), we can no longer accept children into any Pouncing Panthers club without specific consent from the child's general practitioner or consultant. This is an insurance requirement and without this consent we would be considered to be in breach of the terms and conditions of our insurance, and therefore uninsured.

**Please contact Pouncing Panthers head office on 07775 864868 so that we can send you the documents that will need to be signed by your doctor and returned to Pouncing Panthers head office prior to your child's first attendance with us.**

Please note, if your child carries an epipen, you will need to ensure you supply the relevant holiday club with two epipens each time the child attends. Pouncing Panthers reserve the right to refuse admission if you do not supply two epipens, or if the epipens supplied are not in suitable working order (e.g. cloudy or discoloured liquid).

**It is the parent's responsibility to collect the epipens from the holiday club at the end of each day.**

### **8. Who will be looking after my child?**

We know that great staff make for a great holiday club. All of our coaches possess the mixture of experience, skill and personality necessary to get the most from the children, whilst ensuring all the activities are delivered in a safe and organised manner.

All Pouncing Panthers coaches are cleared with the Disclosure and Barring Service (DBS) and trained at Level 2 Safe Guarding, activity delivery, behaviour management and Health and Safety.

Pouncing Panthers believe formal qualifications play an important part in ensuring the care offered is of the highest quality as well assisting our employees Continued Professional Development.

### **9. Can my child be in the same group as a friend if they are different ages?**

In order for your child to get the most out of their time with Pouncing Panthers they will be grouped with children of a similar age and ability. Each group has its own identity and is allocated both a Coach and an Assistant Coach, who best suit the needs of that particular age group.

If children specifically want to be with friends or relatives of a different age, subject to the age of the children already attending, it may be possible to arrange this on the day. Please note, for safety and fairness reasons, it is not sensible to group children of vastly differing ages, even if they are friends or relatives.

### **10. Can Pouncing Panthers help me with the cost of my childcare?**

Pouncing Panthers are not an Ofsted Registered childcare provider, therefore you will not be able to subsidise the cost of childcare through the following -

**Working Tax Credit or Childcare Vouchers.**

**Remember Pouncing Panthers do offer a full time summer discount of 20% off and a 4% discount for a full week per child.**

**Please also look out for whether we have been approved for HAF funding over the main holidays (1/2 terms excluded) as we can provide some families on 'benefit related' free school meals**

**with free childcare with a hot meal and snacks.**

### **11. What happens if I need to cancel a booked session?**

If you do need to cancel any pre-booked sessions, please contact us on 07775 864868 or [contact@pouncingpanthers.com](mailto:contact@pouncingpanthers.com) at the earliest opportunity so we can make relevant amendments to registers. All cancellation requests must be made through our head office only.

**If the cancellation request is received five or less days before your child is due to attend you will not be entitled to any credit/refund and your sessions will be lost.**

The following outlines our holiday club cancellation policy - Pouncing Panthers do not offer cash refunds for any booking cancellations.

Notification 15+ days before day of attendance - 100% Credit Note

Notification 8 to 14 days before day of attendance - 50% Credit Note

Notification 0 to 7 days before day of attendance - 0% Credit Note

### **12. What is the booking deadline for holiday club sessions?**

We can take holiday club bookings up until 6pm the working day before the childcare is required, subject to availability.

