

# Parent Information Guide

We are looking forward to welcoming your child to YMCA Portsmouth Holiday Activity Club and giving them the best school holiday ever!

## What's on offer?

Your child will have a choice of exciting activities each day, including outdoor sports and games, arts and crafts, indoor games, and trips to the local area. Swimming will be available for Junior group Tuesdays, Infant group on Thursdays and Youth group on Mondays.

If your child is a non-swimmer, please do let us know at drop-off and provide floats for your child's safety. Please note staff are unable to inflate armbands.

Children are unable to swap groups on swim days.

- > Youth group 11-16 years (in Main Pool)
- > Junior group 6-11 years (in Main Pool)
- > Infant group 4-6 years (in Learner Pool)

Please note: 4-year-olds need to have attended a Reception class in a school setting for at least half a term to enable them to attend Daycamps.

If you feel your child would benefit from being in a different group, please call Chelsey on 07789483709.

## What to bring?

Your child will be kept active and outdoor activities take place come rain or shine. To make sure that your child is prepared each day, please bring the following named kit:

- > Packed lunch and a drink (refillable bottle) -HAF - lunch is provided however your child will still need to have a refillable bottle.
- > Snacks for breaks in the day (not containing nuts). Those on an extended day may choose to bring extra snacks or breakfast on the go.

- > Warm clothing (jacket, jumpers, trousers)
- > Waterproof jacket
- > Spare clothes (a complete set, including pants and socks)
- > Plastic bag (to put wet clothes in)
- > Medication if required – Medication needs to be labelled.
- > Swimming kit to include floats for non-swimmers

## Drop-off and Collection

Please follow the signs and bring your child to the Sports Hall. Look out for the Daycamps sign and you'll see our friendly team wearing purple YMCA t-shirts. A team member will ask you to provide a password which you will need when you pick up your child. If you are unsure, please ask at main reception.

|                     | Drop off time | Collection time | Location    |
|---------------------|---------------|-----------------|-------------|
| <b>Standard day</b> | 9am-9:30am    | 4:30pm-5pm      | Sports Hall |
| <b>Extended day</b> | 8am- 9am      | 5pm-6pm         | Sports Hall |

Please let us know who will be picking up your child(ren) each day. Persons picking up must have the password or pin number (this can be found on your invoice) Please ensure a Parent/Carer drops off on the first day.

## Welfare & Absence

Should you have any concerns about your child during the day or if they are going to be absent, please contact Chelsey between 9:00– 9:30am on the day of their absence.

## Contact Details

- > Chelsey Croucher, Manager: [07789 483709](tel:07789483709)
- > Duty number: [07824 809390](tel:07824809390)

## Nuts

We are a 'nut aware' site and therefore do not provide any food containing nuts. Please ensure your child's lunch does not contain nuts e.g., peanut butter sandwiches/ chocolate spread containing nuts to ensure we can keep everyone safe.

## Medication

If your child requires medication, please complete the medical handover form at the back of this pack to hand over at sign-in.

## Registration form

You will be asked to complete a consent form on your child(ren)'s first day. This includes information about swimming ability, photo consent and emergency contact details. All forms need to be completed by a parent/carer.

## Mobile phones

We kindly request that primary school aged children aged leave all mobile phones, valuables, and other devices at home, as we cannot take responsibility if they are lost or damaged. Youths can access their phones at limited periods during Daycamps, only when Leaders deem this appropriate. Video calls, phone calls, camera and filming are **not** permitted. YMCA are not responsible for loss or damage to mobile phones. If you would like to speak to your child during Daycamps, please contact the Duty Manager on **07789 483709**.

## Lost Property

Wet or dirty lost property and all underwear will be disposed of daily; all other lost property will be shown to children throughout the week. Any valuables that are located will be held for 2 weeks. If you know you are missing an item, please email [chelsey.croucher@ymca-fg.org](mailto:chelsey.croucher@ymca-fg.org) with a full description and we will check the lost property before it is disposed of. Please name all items your child brings with them. If we locate a named item, we will contact you and arrange for it to be collected.

## Cancellation / refund policy

Please note our cancellation conditions as per our booking conditions:

- > Cancellations requested in writing 6 weeks or more prior to the camp start date will be refunded subject to the relevant administration fee.
- > Any cancellations requested within 6 weeks of the start date of camp will not be refunded except on production of a doctor's note in which case a refund will be given subject to the relevant administration fees.

If the Daycamps start date is within 7 working days of the booking date, your cancellation rights end on the first day of the Daycamps and a refund will not be given

## Thank you for choosing YMCA Holiday Activity Club!

We'd love your feedback on what you love and things that we could improve.

You can email: [chelsey.croucher@ymca-fg.org](mailto:chelsey.croucher@ymca-fg.org) to tell us how we're doing.

Alternatively, you can supply your feedback to a member of YMCA staff either at sign-in or pick-up, or by calling our Duty Managers on **07789 483709** (Chelsey) or **07824 809390**.

**We want to make sure that children get the most fun possible from the exciting facilities on offer! Follow [YMCAPortsmouth](#) on Facebook and [ymcaportsmouth](#) on Instagram to join in on the fun and for and important updates.**