

The Sunshine Club



Photography/Videography Permission

The Sunshine Club loves to share special moments from classes and events to capture those lovely moments for you all. Photographs and videos may therefore be taken during sessions.

By registering, you are agreeing to this. If you do not wish for photos or videos of you or your child to be shared, please let the class facilitator know before the session.

You may withdraw consent for future usage of images/videos at any time by contacting The Sunshine Club, however promotional materials already printed may still be distributed at the business owner's discretion and any social media and website updates may take some time to implement.

The Sunshine Club: Terms and Conditions

- Information request:** It is imperative to provide The Sunshine Club with correct information regarding you and the child you are responsible for on the registration form as this is crucial for safeguarding and risk assessments. You must provide us with any updated information in writing as soon as possible when any changes occur. Information will be kept secure in line with GDPR and will be used to process your registration and payments, complete risk assessments and to contact you regarding our services. It will not be passed on to any companies and will only be shared where necessary for safety purposes, e.g. with emergency services in the event of an emergency.
- Supervision for classes with children under 5 years old, or classes with children over 5 years old where adults are also present:** You will remain responsible for yourself and the child you are responsible for at all times during The Sunshine Club's classes and should not leave the child unsupervised. Although every effort is made to ensure activities are as safe and enjoyable as possible, if there are any activities that you do not wish for you and the child you are responsible for to participate in, then you may both refrain from the activity.
- Babywearing classes:** For babywearing classes, although the facilitator has undergone Babywearing Peer Supporter training through The School of Babywearing and will offer suggestions for safety and comfort, you are ultimately responsible for your baby and ensuring their welfare throughout the session. It is your responsibility to ensure that you are wearing a well-maintained and well-fitting carrier, following the TICKS guidelines* and ensuring that your baby does not get too hot and is safe and well throughout the session. Sensible footwear with a good grip should be worn to minimise risk of slips, trips or falls and if you feel at all unwell, please stop and alert the class facilitator.
- Physical classes:** For physical classes, such as dance or yoga, it is important that you notify the class facilitator of any injuries or health conditions which may affect your child's/your movement. Although the session is risk assessed and supervised, participation is at your own risk and participants are reminded to take breaks or stop if they have any discomfort or concerns. Please ask the class facilitator if you would like any further information regarding risk assessments.
- Damage to property:** The Sunshine Club cannot be held responsible for any damage to clothing or property. Where arts and crafts or messy play are involved in classes, we will try to use materials that should wash out if transferred but cannot guarantee this. We will provide some protective aprons for young children and handwashing facilities will be available. You are welcome to refrain from the activity if you would prefer to not participate.
- Complaints or concerns:** In the unlikely event that you should have any concerns or complaints, please raise this within a timely manner with the class facilitator and allow us an opportunity to try to resolve any issues within a reasonable timeframe. Please raise any safety concerns immediately so that we can take any necessary action. For official complaints, please send these in writing to the.sunshine.club.southport@gmail.com
- Third party service providers:** The Sunshine Club may occasionally invite an independent service provider (such as a photographer or craft facilitator) to attend sessions to provide additional services or activities that attendees can choose to engage with/participate in if they wish to. The Sunshine Club cannot be held liable or responsible for any complaint that pertains to the actions or property of a third party. Any issue relating to the third party should be directed to the individual service provider. The Sunshine Club would, however, be interested in knowing if there are any concerns for the purposes of future session planning so we can review any potential issues and take this into consideration as your views are important to us.
- Cancellations and non-attendance:**
 - Refunds are not available for missed pre-paid classes should you decide not to attend a class due to illness or for any reason without cancellation notice as per the following points.
 - If you wish to cancel your class agreement with us, you may do so at any time before the term begins.
 - Once the term has started, you may cancel at any time by providing 30 days written notice. Any classes provided (whether you attend or not) will be charged for until the notice period ends. After the notice period ends, you will be refunded any remaining pre-paid fees, minus an £8 admin fee.
 - Once the term has started, if cancellation is linked to a complaint, please give 30 days from you notifying us in writing of the issue for us to make any amendments. Thereafter, if we are unable to fix the issue within the 30 days, you will be eligible for an immediate cancellation and refund for any remaining sessions that have been paid for in advance.

- e) The Sunshine Club will not be liable or responsible for any events outside of our control that affect classes, e.g. cancellation of classes due to emergency situations, problems with the venue or unavailability of facilitators. We will, however, aim to mitigate circumstances by contacting you with as much notice as reasonably possible and aim to make reasonable adjustments to timetables to facilitate sessions where possible. If alternatives are not provided, a refund will be given for any missed sessions.
- f) The Sunshine Club reserves the right to cancel the class agreement with immediate effect where there is a breach of the T&Cs or Class Rules and Behaviour Policy.

9. In rare circumstances where rights or obligations are to be waived by The Sunshine Club, the specifics of this will always be confirmed in writing and this does not mean that further rights or obligations will be waived.

10. Should you need to contact The Sunshine Club, you may do so by emailing: the.sunshine.club.southport@gmail.com

* chrome-extension://efaidnbmninnbpcjpcglclefindmkaj/https://babyslingsafety.co.uk/ticks.pdf

The Sunshine Club: Class Rules & Behaviour Policy

The Sunshine Club hopes that you will have a happy experience with our classes. To help make classes enjoyable and safe for all attending, we have a few rules that we ask you (by 'you' we mean you or the person attending with your child) to please abide by.

1. **Attendance and departure:** We ask that you please attend classes on time and leave promptly, so as not to disrupt other sessions and to allow for cleaning and preparation for subsequent classes. Belongings may be left in the waiting areas for each venue, however please note that the venues and The Sunshine Club and venues cannot accept any liability for lost or damaged property. Please remember to take all property with you at the end of the session.
 - i. **Little Sparks** - the class facilitator or one of the Little Sparks staff will open the door shortly before the class starts. If you are late, please ring the bell and/or contact the facilitator via social media. Please take off your shoes and, when called through, you may proceed upstairs for the session. The door to the building should remain locked during the session, however please note that this venue is upstairs at a play café, so Little Sparks staff and customers are downstairs in the café and it is possible that may open the door at any time during the session and this is not within the class facilitator's control.
 - ii. **Marshside Temperance Hall** - doors will be locked until approximately 10 minutes before sessions and will be locked again during the sessions for security and only key holders will have access. If you are late, please knock and/or contact the facilitator through social media if not answered. People will be able to exit if needed but it is imperative that you let the facilitator know so that the door can be locked behind you.
 - iii. **DBA School of Dance** - the outside door will be open for you to enter the waiting area approximately 10 minutes before the session (if not earlier). The internal doors are locked and you will need to be let in by the facilitator once ready to begin the class. This door will remain locked during the session, although you may leave using an exit button if needed.
2. **Clothing:** Please make sure you and your child wear suitable clothing for the activities of the class, e.g. clothes that are easy to move in and footwear with good grip for physical classes.
3. **Supervision:** Where you are attending classes as a responsible adult for a child, please ensure that you supervise the child at all times. You are responsible for them and they must not be left unattended.
4. **Participation:** We understand that children don't always want to join in. Please encourage them to join in where possible and know that for young children it is common that they are apprehensive of new things but that hopefully with repetition they will become more confident to join in. If they do not want to participate, you are welcome to sit with them and watch so that they can see the activities and learn what to expect and, when they are ready, they can join in. Please keep chatting and disruptions to a minimum during any structured activities to allow for everyone to successfully concentrate and participate.
5. **'Big' feelings:** If your child is upset for any reason or having some 'big' feelings, we completely understand. Please comfort them as needed and please consider whether it may be more appropriate to take them out of the session for a moment and to rejoin us when they are feeling better.
6. **Breaks:** Short breaks may be provided during sessions where appropriate but we encourage all attendees (children and adults) to listen to their bodies and take breaks if needed, especially for more physical classes where people have different physical needs which should be respected.
7. **Equipment:** Equipment and resources may be provided during some sessions for you to use with the attending child. Use must be supervised by you and we ask you to please be vigilant regarding safety as to how they are using it, including preventing harm to themselves or others and observing to make sure that they aren't chewing or eating the items, and in preventing damage to the items or the surroundings. Should an item become broken or damaged, please alert the facilitator so the item can be removed from class circulation to prevent any possible harm.
8. **Food and drink:** For classes of 1.5 hours or less, please do not bring food or drinks other than water into the sessions due to allergy risks with contact and airborne reactions. If needed for medical reasons etc then please let the facilitator know. In sessions where any refreshments are provided, please remind your class facilitator of any allergies. For baby classes at Little Sparks, you may purchase drinks and food items such as cakes from downstairs if you wish, however it is your responsibility to ensure safety with regards to what you have purchased (allergies/hot drinks etc).
9. **Classes with babies:** We understand bottles of milk may be required. Please be aware that other children (or adults) may have milk allergies and therefore please do not leave bottles lying around where other children can access them and clean up/report any spillages or potential contamination of resources etc. Breastfeeding is also supported so please let the facilitator know if you need anything to make this more accessible for you.
10. **Toileting:** Toilet/changing facilities are available for use and we ask that you please use these rather than changing children in the class - for hygiene and safeguarding. Please change nappies/offer for children to use the toilet prior to the session to prevent disruption where possible, although we appreciate that there will be times where additional visits may be needed. Please use facilities with care, e.g. supervising the child at all times, and please act respectfully and leave them clean. Please notify the facilitator in the event of a toileting accident so that the area can be cleaned.
11. **Illness and prevention:** Although frustrating, we advise that you do not attend classes when unwell and possibly contagious as we do not want for other families to be at risk. Please also practice good hygiene to generally reduce the spread of germs and infection.

12. **Respect and safety:** We try to create a safe and supportive environment, and we expect that all who attend will treat other attendees (including visitors, volunteers and facilitators) with respect. Abusive, violent, disruptive or bullying behaviour from children or adults will not be tolerated. Where a child uses unkind language or is physical towards someone, we will try to deal with the situation in a developmentally appropriate manner, e.g. by assisting to ensure children are safe and reminding children to use 'kind words; and have 'kind hands'. We ask that their responsible adult reinforce behavioural expectations. We value and respect all children in our classes and will endeavour to show that to them regardless of behaviour and will work with responsible adults to best support all children in our classes.