

Youth Club Terms and Conditions

New Club members must have a registration form completed in full by a parent or legal guardian prior to joining

1. Club timings are as follows:
 - a. morning group: 10.00 - 12.30
 - b. afternoon group: 14.00 - 16.30

2. Prompt arrival and collection is essential. Lateness is recorded by Farm staff and persistent lateness will result in your child's place being lost

3. If your child is to travel independently to and from the Club, written consent must be provided via the registration form by a parent or legal guardian at the point of registration or as soon as the arrangement is decided upon

4. The Clubs run for 50 weeks of the year, with a 2 week break for Christmas. We understand that absences may occur due to family holidays and sickness. Therefore a minimum 75% attendance is required. This is equivalent to having 12 approved weeks of absence out of the 50 weeks that the Club runs. It is the responsibility of parents to ensure that absences do not exceed these stipulated 12 weeks as this will result in notification that your child's place has been lost and reallocated to somebody on our waiting list.

We encourage parents to take time to consider this criteria prior to accepting an offer for a place on the Club as it can be upsetting for children to lose their spaces. Attendance registers are closely monitored by Farm staff throughout the 50 weeks the Club runs, and cannot be paused, unless prior arrangement has been reached with the Youth Manager in exceptional circumstances.

We are duty bound to instigate this policy in order to demonstrate that places are not held by children who aren't attending, and to reassure the children who are waiting that spaces are used to their full extent. The Farm has many more children waiting for spaces as there are spaces available and this is how we ensure we are fair to all young people.

Children who do lose their spaces are encouraged to enrol on one of our Holiday Club sessions (<https://www.surreydocksfarm.org.uk/holiday-activities/>), to attend Farm fairs and festivals, to volunteer once they reach the appropriate age (<https://www.surreydocksfarm.org.uk/livestock-volunteer/>) and enjoy the Farm as a visitor for free, 7 days a week.

5. The Club runs for 50 weeks of the year, continuing throughout the school holidays, except for two weeks over the Christmas period
6. Farm staff communicate with Parents/carers via email so it is important that inbox filters receive these messages. Emails will notify parents/carers about Club schedules, awards, trips, events, workshops and much more. Please be aware that much time and planning goes into the delivery of this free Club and acknowledging receipt of these emails is important
7. Club members are provided with a simple snack and drinks during the session, free of charge. If your child has any dietary requirements or allergies, please inform us via the registration form, or as soon as issues become apparent. We respectfully ask that you do not give your children food or drink to bring to the Club as others may have complex allergies and intolerances
8. Please ensure your child is equipped with sensible, weather appropriate clothing as sessions take place exclusively outdoors year-round. During the winter, Club members should wear thermal under layers, extra pairs of warm socks, long sleeved tops, a warm coat, waterproof layers and thick soled shoes or boots. In the summer

months please ensure Club members bring with them adequate sun and heat protection. Water will be offered in hot weather. In extreme cases, where weather warnings are issued the Club may be cancelled.

Parents/carers will be asked to come and collect their children if they arrive without weather appropriate clothing

9. Club members have devised and written rules which are to be adhered to, which they will be informed of during their initial sessions. Rules include:
 - a. Observing strict health and safety procedures on the Farm, including wearing appropriate clothing and washing hands regularly
 - b. Treating others respectfully and courteously
 - c. Respecting every individual's feelings and views
 - d. Recognising that everyone is important and that our differences make each of us special
 - e. Showing appreciation of others by acknowledging individual qualities, contributions and progress
 - f. Treating Farm property and buildings respectfully and carefully
 - g. Listening and following session leaders' instructions

10. Parents/carers are requested to be courteous and respectful to all Farm staff and volunteers. Staff have the right to work in a safe place and abuse will not be tolerated in any form

11. All of the equipment, resources and tools your child will need to fully participate in and enjoy the Club are provided, maintained and serviced by the Farm. This includes the costs of soap and hand towels, heating, water, buildings, insurance, refreshments, accreditation fees, gardening gloves and much more. The Youth Clubs are free thanks to support from British Land and The National Lottery, however these don't provide for our resources. If you would like to contribute to the running of our Youth Clubs please either purchase something from our wish list

<https://www.surreydocksfarm.org.uk/amazon-wish-list/> or donate to us online
<https://www.surreydocksfarm.org.uk/donate/> These are very much appreciated and valued, and help us to continue the work we do with children

12. For external trips and events Farm staff will email parents/carers a contact number for the day. This is only monitored during the day of the event so cannot be used to contact the Farm staff at other times. Please contact the Youth Manager on lucy@surreydocksfarm.org.uk. You should receive an automatic response letting you know your email has been received, and can expect a response within 10 days

13. The Club registration form contains important information about GDPR and how the Farm shares, records and stores information. Please read through this and ask if you have any questions. If you require a copy for your records, please contact lucy@surreydocksfarm.org.uk

14. If you or your child wishes to make a complaint please contact the Farm manager in the first instance at manager@surreydocksfarm.org.uk who will follow up accordingly with you

Youth Club FAQs

What are the attendance rules?

The Clubs run for 50 weeks of the year, with a 2 week break for Christmas. We understand that absences may occur due to family holidays and sickness. Therefore a minimum 75% attendance threshold is required. This is equivalent to having 12 approved weeks of absence out of the 50 weeks that the Club runs. It is the responsibility of parents to ensure that absences do not exceed these stipulated 12 weeks as this will result in notification that your child's place has been lost and reallocated to somebody on our waiting list. We encourage parents to take time to consider this attendance criteria prior to accepting a place on the Club as it can be upsetting for children to lose their spaces. Attendance registers are closely monitored by Farm staff throughout the 50 weeks the Club runs, and cannot be paused,

unless prior arrangement has been reached with the Youth Manager in response to exceptional circumstances.

When do the sessions run?

Your child will be enrolled into one session, either a Saturday/Sunday morning (10am – 12.30pm) or afternoon (2pm - 4.30pm). Sessions continue throughout the year, including during school holidays except for two weeks at the end of December when they close.

Do you provide food during the Club?

Children are provided with a simple snack at break time and drinks as often as they require. We respectfully ask that children do not bring to the Farm their own food and drink. If your child has specific dietary requirements, please inform us via the registration form, or as soon as it becomes known.

How will my child be kept safe at the Farm?

All our staff hold an up to date DBS check before they are allowed to work with children. In addition, two personal references are taken up prior to starting work. All our staff are experienced youth workers and the Youth Manager is trained in outdoor paediatric first aid.

When you register your child with us you will name individuals permitted to collect your child. If your child is to be collected by a different person, (relative, friend etc.), staff must be notified in writing in advance. We will not release a child to anyone unless we have your permission to do so.

Upon registering we will ask you of any medical issues you are aware of that will ensure we understand the needs your child might have and adjust our practice accordingly.

We have a minimum of one staff member for 10 children aged 8 and over. Due to the nature of the Farm Clubs we always endeavour to operate with a session leader and assistant with an adult to child ratio of 1:8 for KS2 and 1:10 for KS3

The Farm's Safeguarding Policy is available in full on our website <https://www.surreydocksfarm.org.uk/clubs-young-people/> and parents/carers must familiarise themselves with the document at the end of the welcome pack which outlines the Farm's Safeguarding responsibilities.

Is there a charge to take part?

As a charity, the Farm is reliant upon grant funding in order to run activities for free. Should a charge be applicable for any sessions (e.g. trips, events or workshops) now or in the future you will be made aware via email. Please inform us if paying the full price is not possible for you so that we can reach alternative arrangements and continue to offer an inclusive programme.

How do I contact my child during a Club session?

Clubs are screen free and we ask that your child leaves their devices and valuables at home as the Farm will not be responsible for loss or damage of these possessions. Should you need to contact your child, please call the Farm on 0207 2311010 and ask for the session leader.

Can my child bring a friend or family member along to the Club sessions?

Unfortunately, no. Only children who have been offered a place and completed the enrolment procedure can attend any of the clubs or associated activities, events, workshops, trips or visits. If a child you know wants to join the Club please advise their parent or guardian to visit www.surreydocksfarm.org.uk and sign up online. They will then need to wait until a space becomes available.

My child is on the waiting list. How long can they expect to wait?

This is a little like asking how long a piece of string is. Giving an accurate estimation for the length of waiting times is difficult as so many different factors have to be considered, however, currently the waiting time is around 18 months. The Farm is only able to accommodate 40 children into our Youth Clubs and these run at capacity. At present we have over 100 children waiting for spaces. This demand is unprecedented and we

understand that many children want spaces but have to wait a long time for them. Due to the small size of the Farm site and staff team we are unable to stretch past capacity and have made funding bodies and the Council aware of this.

Declaration for parents/guardians

I confirm that I understand the Youth Club Terms and Conditions and have read the associated Frequently Asked Questions.

I agree that my child and I will abide by the terms & conditions set out in the Welcome Pack. I understand the attendance rules and how they are implemented.

Name:

Child's Name:

Signature:

Today's Date: