



SEND Policy

Definition

A child or young person has special educational needs if he or she has a learning difficulty or disability which calls for special provision to be made for him or her. Children and young people who have SEN may also have a disability. A disability is described as: 'a physical or mental impairment which has a long-term (a year or more) and substantial adverse effect on their ability to carry out normal day to day activities' This includes, for example, sensory impairment such as those that affect sight and hearing, and long-term conditions such as asthma, diabetes or epilepsy.

Purpose

To apply a policy that meets each pupil's individual needs following the guidelines of The Code of Practice for SEN (2014), and the Equality Act (2010).

To acknowledge that each individual and their differences are valued; making best endeavours to ensure that the FitSmart is accessible and that no child will be discriminated against.

To ensure that pupils with physical disabilities are given adequate assistance to access the at FitSmart activities.

Procedure

- Children with additional needs like all other children, will be admitted to FitSmart after consultation between parents and the FitSmart director, to ensure that we can offer appropriate support.
- If it is felt that a child's needs cannot be met at FitSmart without the support of a one to one worker, endeavours to locate funding to employ additional staff will be sought but cannot be promised. We can work in liaison with outside staff, therapists, social workers, psychologists, paediatricians etc to meet children's specific needs, and where possible, will do so.
- At FitSmart we will ensure that appropriate records are maintained securely in line with the Data Protection Act.
- To provide or direct staff to appropriate Continued Professional Development (CPD).

Children with a Statement of their SEND/Education and Health Care Plan

- FitSmart welcomes children with a Statement/EHCP and will liaise with parents regarding useful strategies for working with their child.



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Arrangements for providing access to pupils with a disability

- At FitSmart no child will be treated less favourably than any other child for a reason that relates to his/her disability. FitSmart will attempt to make reasonable adjustments in order to allow all children to access all activities provided.



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Safeguarding Children Policy

1 Introduction

FitSmart has adopted this safeguarding children policy and expects every adult working or helping at FitSmart Kids Club to support it and comply with it. Consequently, this policy shall apply to all staff, managers, trustees, directors, volunteers, students or anyone working on behalf of FitSmart Kids Club.

2 Purpose of the Policy

This policy is intended to protect children and young people who receive any service from us.

As an organisation we believe that no child or young person should experience abuse or harm and are committed to the protection of children and young people and this policy is intended to provide guidance and overarching principles to those who represent us as volunteers or staff, to guide our approach to child protection and safeguarding.

3 The risks to children

Nearly every child grows up in a safe and happy environment and it is important not to exaggerate or overestimate the dangers. Nevertheless, there are situations where children need protection including:

- Sexual abuse
- Grooming
- Physical and emotional abuse and neglect
- Domestic violence
- Inappropriate supervision by staff or volunteers
- Bullying, cyber bullying, acts of violence and aggression within our schools and campuses
- Victimisation
- Self-harm
- Unsafe environments and activities
- Crime
- Exploitation

4 Universality of Protection

We recognise that:

- the welfare of the child is paramount



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- all children regardless of race, gender, religious belief, disability, age, sexual orientation or identity have a right to equal protection from harm.
- some children are more vulnerable to harm as a result of their circumstances, prior experiences, communication needs or level of dependency.
- working with children, young people, their parents and/or guardians, carers or other agencies is essential to protecting their wellbeing.

5 Enrollment

Prior to the FitSmart Camp, children must be enrolled by a responsible adult before they attend. The enrolment must record the child's name, age, DOB and address and the names and addresses of the child's parents, plus the parents' mobile telephone numbers and any additional needs/medical information. The photo permission must also be completed.

Both event and activities are to be defined broadly to include any occasions where FitSmart Kids Club will be providing a service.

6 Disclosure and barring

FitSmart Kids Club offers the following activities for children:

Multi-Sports, Arts & Crafts, Board games, Lego and a variety of off-site trips

Some of our activities may therefore require adult participants or adult leaders to undergo DBS and/or police checks under the Safeguarding Vulnerable Groups Act 2006. The required level of checking (if any) will broadly reflect the degree and frequency of unsupervised access given to other people's children.

FitSmart will take very seriously any allegation of impropriety on the part of any member of FitSmart Kids Club. A member of FitSmart Kids Club who discovers anything amiss should get in touch immediately with the following: FitSmart Director info@fitsmartkidsclub.co.uk

FitSmart will review the allegation and the likely risk to children and, if appropriate, initiate disciplinary action but only in full accordance with the rules and procedures of FitSmart Kids Club.

7 Health and safety aspects of safeguarding children

Before starting any event for children, staff will carry out a risk assessment and then take steps to minimise all risks to health and safety. Staff and children will be made aware of any risks and of the steps to be taken to minimise those risks. Staff will keep a record of all risk assessments.

Enough adults must be present at any event for children to enable one adult to deal with any emergency while another adult supervises the children not directly affected by the emergency.



8 Policy on the prevention of bullying

We will not tolerate the bullying of any kind at FitSmart Kids Club. If any incident of bullying should arise it will be dealt with promptly according to the behaviour management and anti-bullying policy.

9 Photographing children

No photos will be taken or published of any child attending an event or activity unless prior written permission is sought from a person with parental responsibility. If any person has any concerns regarding any person taking photos at an event or activity, that person should contact FitSmart Kids Club immediately.

10 Other Policies

This safeguarding policy should be read together with the following policies and resources:

E.g. All other policies, procedures and plans

11 Legal Framework

This policy has been drawn up in accordance with the following:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- General Data Protection Regulation
- Human Rights Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Special educational needs and disability (SEND) code of practice - Guidance on the special educational needs and disability (SEND) system for children and young people aged 0 to 25, from 1 September 2014
- Information sharing: advice for practitioners providing safeguarding services
- Working together to safeguard children (2017)

12. Staff Support and Training

- FitSmart is committed to ensuring that it meets its responsibilities in respect of child protection through the provision of support and training to staff. Therefore, FitSmart will ensure that: all staff and volunteers are carefully recruited, have verified



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references and have full up to date Disclosure and Barring Service checks (formally CRB checks)

- All staff and volunteers will be given a copy of FitSmart's Safeguarding Policy and Procedures during their induction, and have its implications explained to them
- All staff receive regular training and supervision in child protection issues and are provided with relevant information and guidance. They will also be reminded of the importance of maintaining caring and safe relationships with children
- All staff are aware of the main indicators of child abuse
- All staff are aware of their statutory requirement in respect of disclosure or discovery of child abuse and the procedure for doing so. All staff or volunteers are to report the disclosure or discovery of any abuse to the manager.

13. Safe Caring

All staff understand FitSmart child protection procedures and have had appropriate training and guidance in the principles of safe caring. To this end:

- Every effort will be made to avoid or minimise time when members of staff or volunteers are left alone with a child. If staff are left alone with a child, the door of the room should be kept open and another member of staff should be informed
- If a child makes inappropriate physical contact with a member of staff or volunteer, this will be recorded fully in the Incident Record Book
- Staff will never carry out a personal task for a child if they can do it for themselves. Where this is essential, staff will help a child whilst being accompanied by a colleague. Unless a child has a particular need, staff should not accompany children to the toilet. Staff are aware that this and other similar activities could be misconstrued
- Staff will be mindful of how and where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will always be avoided.

14. Dealing with Allegations

FitSmart is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. FitSmart will not carry out any investigation itself into a suspected child abuse incident. On discovering an allegation of abuse the Child Protection Officer will immediately refer the case to the local statutory child protection agencies

Further to the above, the following principles will govern any suspected or reported cases:

- Where actual or suspected abuse comes to the attention of the staff, they will report this to the manager at the earliest opportunity



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- Staff are encouraged and supported to trust their professional judgement and if they suspect abuse has or is taking place, to report this
- Full written records of all reported incidents will be produced and maintained. Information records will include full details of the alleged incident; full details of all parties involved; any evidence or explanations offered by interested parties; relevant dates, times and locations and any supporting information or evidence from members of staff. FitSmart will display great care in distinguishing between fact and opinion when recording suspect incidents of child abuse
- The manager will be responsible for ensuring that written details are dated, signed and kept confidentially
- Staff will ensure that all concerns and allegations are treated sensitively and confidentially
- Any children involved in alleged incidents will be comforted and reassured
- If the allegation is against a member of staff, the manager will inform the Director. The staff member will be immediately suspended without pay and a full investigation will be conducted.
- If the allegation of abuse is made against the manager, the Director will be suspended the manager without pay pending a full investigation
- In circumstances where a child makes an allegation or disclosure, the member of staff will:
 - fully listen to what the child has to say
 - Make no observable judgement
 - Ask open questions that encourage the child to speak in their own words
 - Ensure that the child is safe, comfortable and not left alone
 - Make no promises that cannot be kept, such as promising not to tell anybody what they are being told

15. Referring Allegations to Child Protection Agencies

- If the manager has reasonable grounds for believing that the child has been, or is in grave danger of being subject to abuse, the following procedure will be activated:
 - Contact will be made at the earliest opportunity with the local social services
 - The manager will communicate as much information about the allegation and related incidents as is consistent with advice given by social services and police
 - At all times, the safety, protection and interests of the children concerned will take precedence
 - The director, manager and staff will work and support parents/carers as far as they are legally able



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- FitSmart will assist the social services and the police, as far as possible during any investigation of abuse or neglect. This will include disclosing written and verbal information and evidence.

If you have any concerns about a child or a child protection issue, then please contact:

Multi-Agency Safeguarding Hub (MASH) (Referral Point)

Tel: 020 7364 5601/5606

MASH@towerhamlets.gov.uk

MASH@towerhamlets.GCSX.gov.uk (Secure Email)

Police Child Abuse Investigation Team (CAIT)

Tel: 020 8217 6484

If you believe that a child is in immediate danger, you should contact the police by calling 999.

USEFUL CONTACTS

<p>Safeguarding Children Partnership Coordinator: Victoria.Hiney@towerhamlets.gov.uk Mulberry Place (Town Hall) 5 Clove Crescent London E14 2BG Tel: 020 7364 4955 / 2063</p>	<p>Help for adults concerned about a child: Call us on 0808 800 5000</p>	<p>Help for children and young people: Call Childline on 0800 1111</p>
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Behaviour Management Policy

Definition

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else.

Purpose

We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Procedure

In order to achieve this:

- Rules governing the conduct and behaviour of the children will be discussed and agreed at FitSmart and explained to all, both children and adults
- All adults at FitSmart will ensure that the rules are applied consistently, so that children have the security of knowing what to expect and can build up useful habits of behaviour
- All adults will provide a positive role model for the children with regards to friendliness, care and courtesy
- Adults at FitSmart will praise and endorse desirable behaviour such as kindness and willingness to share
- We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour

When children behave in unacceptable ways:

- Minor disturbances will be dealt with verbally by staff
- Physical punishment will neither be used or threatened
- Children will never be sent out of a room by themselves
- Techniques intended to single out or humiliate children will never be used
- In cases of serious misbehaviour such as racial or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately by means of explanation rather than personal blame
- In any case of misbehaviour, it will be made clear that it is the behaviour and not the child that is unwelcome
- Adults at FitSmart will be aware of and respect a range of cultural expectations regarding interactions between people



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- Any behavioural problems will be handled in a developmentally appropriate fashion, respecting individual children's level of understanding and maturity Adults will be aware that some kinds of behaviour may arise from a child's special needs

Disciplinary Procedures

- In the case of more serious problems, the FitSmart manager will speak to the parents and ask them to sign the Behaviour Incident Book
- The Behaviour Incident Book will be used to record misbehaviour on the day it occurred and will be reported to the parent on the same day, who will be asked to sign the Behaviour Incident Book to confirm that they have been told
- In the event of recurrent misbehaviour that is becoming unmanageable, the situation will be referred to the FitSmart director
- The decision to send home or suspend a child may be taken if the behaviour is extreme and threatening the wellbeing of other children
- The parent will be made aware that unless the child's behaviour improves, then a Behaviour Contract will be drawn up
- A Behaviour Contract will be drawn up when a child's behaviour has become unacceptable and has continued without change after staff have exhausted all efforts to help the child improve their behaviour. The Behaviour Contract will be signed by the child, parent and the FitSmart director
- Once a Behaviour Contract has been drawn up and agreed, Behaviour Management Charts will be used to monitor both good and bad behaviour daily
- When all behaviour issues have improved and are not recurring then the Behaviour Contract will be terminated
- Should the behaviour of the child not improve after the implementation of the Behaviour Contract, then the FitSmart director has the discretion to exclude the child from FitSmart indefinitely

Behavioural Rules

- Parents are asked to ensure that their children understand the following requirements and restrictions, which are necessary for the safety of both children and staff
- Aggressive or abusive behaviour, either physical or verbal, to staff or other children will not be tolerated and will be dealt with severely
- Children must always stay within the boundary of Gatehouse School unless they are being supervised by a member of staff
- Children must not be allowed to bring to FitSmart any item or substance that is likely to endanger themselves or others



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- Children are expected to help clear away toys, games, equipment and litter when asked to do so by staff
- Cases of theft from other children or from FitSmart, deliberate damage to FitSmart equipment or to other children's belongings, will be referred to the FitSmart director. Offending children's parents may be liable for the replacement of the item or equipment



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Anti-Bullying Policy

Definition

Bullying can be described as a deliberate act done to cause distress in order to give a feeling of power, status or other gratification to the bully.

Bullying:

- Is a social behaviour often involving groups
- Takes place repeatedly, over time
- Involves an imbalance of power
- Meets the needs of those holding power
- Causes harm to those powerless to stop it
- Can take many forms: verbal, physical, psychological

Purpose

At FitSmart staff, parents and children will work together to create a happy and caring environment. We believe in mutual respect and open communication. Bullying will not be tolerated. This will be positively reinforced by all adults. It is everyone's responsibility to aim to prevent occurrences of bullying and to deal with any incidents quickly and effectively.

Procedure

Parents should make their children aware that any concerns of whatever nature can be discussed with any member of staff – the person that the child feels most confident to talk to. If any of the above are identified, the FitSmart manager will:

- Establish the facts from the staff and children involved
- Keep a written record of the incident
- Take appropriate action
- Involve parents if the situation persists
- Notify the FitSmart Director
- Exclusion of the offenders from FitSmart will be a last resort but may be considered by the FitSmart director if the situation is seen as untenable.



Missing Children Policy

Definition Children who have been registered as being present at FitSmart but cannot be accounted for. This includes children at the Gatehouse School site or those on off-site trips

Purpose

To ensure the whereabouts of all children when they are in the care of FitSmart

Procedure

On-site at Gatehouse

- If a child goes missing whilst on-site at Gatehouse the staff will:
- Assemble all children in the hall as soon as possible where they will remain until the child is found
- Call the register
- The FitSmart manager will confirm the last known whereabouts of the child
- Search the building/grounds and immediate area around Gatehouse
- Dial 999 and speak to police giving details and a photo of the missing child
- Contact parents/Carers

Off-site/On a trip

If children are taken off site, to ensure safety FitSmart staff will:

- Maintain a staff to child ratio of 1:7
- All children will know the name of their allocated member of staff
- A register of children will be taken before leaving FitSmart
- Emergency contact numbers and signed consent forms will accompany trip leader
- A register will be taken before returning to FitSmart and depending on the nature of the activity, regular head counts will be done
- Each child will wear their FitSmart cap and have a wristband with FitSmart contact details printed on it
- All staff will have mobile phones
- A pre-arranged meeting place will be agreed in case of an emergency

If a child is missing during an off-site trip, FitSmart staff will:

- Assemble all children at the pre-arranged meeting place as soon as possible
- Call the register
- The trip leader will confirm the last known whereabouts of the child
- Inform the venue and police
- Call the parent/carer



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- If the child has not been found by the time the coach is due to leave, the staff should take the advice from the police. If a member of staff is to stay, adequate supervisory cover for the remainder of the children must be maintained



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Privacy Policy

Who we are

This privacy policy covers FitSmart Kids Club, which is based at Gatehouse School, Sewardstone Road, London, E2 9JG. Please note that we are a completely separate entity from Gatehouse School.

What is this privacy policy for

This policy is intended to provide information about how FitSmart will use (or "process") personal data about individuals including: its staff, children and their parents, carers or guardians. This information is provided because data Protection Law gives individuals rights to understand how their data is used.

FitSmart will only use personal data in order to fulfil its legal rights, duties or obligations, for example:

1. For the purposes of enrolment (and to confirm the identity of children and their parents)
2. To safeguard childrens' welfare and provide appropriate pastoral (and where necessary, medical) care, and to take appropriate action in the event of an emergency, incident or accident, including by disclosing details of an individual's medical condition or other relevant information where it is in the individual's interests to do so: for example for medical advice, for social protection, safeguarding, and cooperation with police or social services, for insurance purposes or to caterers or organisers of trips who need to be made aware of dietary or medical needs.
3. To make use of photographic images of children on our website in accordance with FitSmart's policy on taking, storing and using images of children.
4. To carry out or cooperate with any FitSmart or external complaints, disciplinary or investigation process.
5. In connection with employment of its staff, For example DBS checks.

Types of personal data processed by FitSmart

This will include: Names, addresses, telephone numbers, e-mail addresses and other contact details; bank details, past, present childrens' attendance records (including information about any additional needs, SEN, medical information, etc), and personnel files, including in connection with employment or safeguarding; where appropriate, information about individuals' health and welfare, and contact details for their next of kin; and images of children (and occasionally other individuals) engaging in FitSmart activities.

How FitSmart collects data

As part of the enrolment process FitSmart receives personal data from the parents/carers directly. This is collected via a secure online application form. FitSmart also collects data via written forms.



Who has access to personal data and who FitSmart shares it with

FitSmart will only share information relating to its community with third parties if required to do so by law, such as: government authorities (e.g. HMRC, police or the local authority) For the most part, personal data collected by the FitSmart will remain within FitSmart and will be processed by appropriate individuals only on a 'need to know' basis. Particularly strict rules of access apply in the context of medical information, held and accessed only by the Director of FitSmart, and pastoral or safeguarding files. However, a certain amount of any SEN pupil's relevant information will need to be provided to staff.

Contacting parents and carers

FitSmart will only use the contact details of parents/carers listed on the application form to get in touch if an issue arises concerning their child. For example, in case of an emergency, to send or chase up unpaid invoices, to seek additional information, to check attendance for a particular day or in the event children have not been collected on time. FitSmart will contact parents/carers by email or phone depending on the specific issue.

Your rights

Individuals have various rights under data protection law to access and understand personal data about them held by the FitSmart, and in some cases ask for it to be erased or amended or have it transferred to others, or for FitSmart to stop processing it – but subject to certain exemptions and limitations. Any individual wishing to access or amend their personal data, or wishing it to be transferred to another person, or who has some other objection to how their personal data is used, should put their request in writing to the Director of FitSmart. FitSmart will endeavour to respond to any such written requests as soon as is reasonably practicable and in any event within the statutory time-limit (which is one month in the case of requests for access to information).

FitSmart will be able to respond quicker to smaller, targeted requests for information than large, non-specific ones. If the request for information is manifestly excessive or similar to previous requests, FitSmart may ask you to reconsider, or require a proportionate fee (but only where data protection law allows it).

Requests that cannot be fulfilled

You should be aware that the right of access is limited to your own personal data, and certain data is exempt from the right of access. This will include information which identifies other individuals (and parents need to be aware this may include their own children, in certain limited situations), or information which is subject to legal privilege (for example legal advice given to or sought by the FitSmart, or documents prepared in connection with a legal action).

Data accuracy, retention and security

FitSmart will endeavour to ensure that all personal data held in relation to an individual is as up to date and accurate as possible. Individuals must please notify FitSmart of any



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significant changes to important information, such as contact details, held about them. An individual has the right to request that any out-of-date, irrelevant or inaccurate information about them is erased or corrected (subject to certain exemptions and limitations under data protection law).

FitSmart will only retain personal data for the benefit of re-enrolling children. Where a family no longer wishes to use FitSmart Kids Club (usually when the child leaves Gatehouse), all data pertaining to them will be erased.

FitSmart will take appropriate organisational steps to ensure the security of personal data. All staff will be aware of this.

This policy

FitSmart will update this policy from time to time. Any substantial changes that affect your rights will be provided to you directly as far as is reasonably practicable.

Queries and complaints

Any comments or queries on this policy should be made in writing to:

Director of FitSmart

info@fitsmartkidsclub.co.uk

If an individual believes that FitSmart has not complied with this policy or acted otherwise than in accordance with data protection law, they should notify the director of FitSmart. In the unlikely event that concerns are not satisfied, the individual may seek recourse through the FitSmart's Complaints Policy.



Complaints Policy/Procedure

A record of complaints is logged by the Director of FitSmart.

There are various principles behind this policy

- There is a difference between a concern and a complaint. A concern is likely to require discussion, perhaps involving FitSmart staff, child and parent, and it is hoped that it can be resolved quickly by such a discussion and appropriate action. If this does not resolve the concern, then it could become a complaint.
- A complaint is likely to arise when there are issues of physical or emotional well-being and security.
- A breach of the law will always constitute a complaint.
- At all stages of dealing with a complaint, children may always be accompanied by a parent or another adult.
- FitSmart's director will be informed of all complaints and their outcome.
- A written record is kept of all formal complaints, and of whether they are resolved at Stage 2 (formal) or proceed to Stage 3 (independent review). This record includes actions taken as a result of the complaint regardless of if it is upheld.

Stage 1 – informal.

- Please note that it is always possible for a complaint to be made and considered initially on an informal basis
- All informal complaints will normally be dealt with in the first instance by the manager
- It is expected that informal complaints will be acknowledged within 48 hours. A period of no longer than 5 working days should cover the period from the lodging of the informal complaint to its resolution.

Stage 2 – formal

- If a complainant is dissatisfied with the proposed resolution as dealt with at Stage 1 (informal) above, they may proceed to make a formal, written complaint.
- The formal complaint should be made in writing to the Director of FitSmart.
- The Director will record the complaint, acknowledge it in writing within 5 working days of receipt, and will investigate the complaint
- The Director investigating the complaint will undertake any necessary further investigation or action, contact (and if appropriate meet with) the complainant and provide a written report within 10 working days with his final decision



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Stage 3 – appeal

- If a complainant is dissatisfied with the outcome of the stage 2 process, then they may appeal this decision in writing to the Director of FitSmart within 5 working days. At this stage there will be an independent review of the complaint. The findings of the independent review will be final.



FitSmart Kids Club

PARENT/CARER AGREEMENT

1. I consent to my child to attending FitSmart Kids Club. I understand that the club has policies and procedures and that there are expectations and obligations relating to both the club and myself and my child and I agree to abide by them
2. I understand that FitSmart is a play-care facility and that whilst my child is there FitSmart is legally responsible for him/her
3. My child will be given stimulating and challenging play opportunities in a fun and safe environment
4. I consent to my child going to Victoria Park to participate in activities more suited to that venue
5. I consent to my child going on all planned trips and realise that the location of trips is subject to change
6. It is my responsibility to keep FitSmart informed of any alterations to information regarding my child
7. I accept that while at FitSmart my child may get involved in messy activities as well as sporting activities and will provide suitable clothing to accommodate this
8. I will provide my child with a snack and healthy packed lunch every day
9. I understand that FitSmart is a strictly **NUT FREE** kids club
10. FitSmart hours are from 9am-3:30pm for year 1-6 pupils and 9am-1pm for Nursery and Reception pupils
11. I understand that that if I am late collecting my child, I will be allowed 5 minutes grace after which I will be charged 50p per minute
12. Whilst we try to ensure the safety and security of items, we cannot be held responsible for items lost or stolen
13. I have read the behaviour policy and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from FitSmart
14. If my child has an accident, then he/she will be treated by a qualified first aider and I will be informed of the situation as soon as possible
15. Any information and details regarding my child will be treated as confidential. However, there may be times, for example with regards to child protection, when details of my child may be passed on to other agencies such as the police, social care and health care professionals
16. I understand that FitSmart fees are payable up front and are non-refundable

I have read and understood the above terms and conditions and agree to abide by them.