

## Colets Camp COVID-19 Guide and updated Terms and Conditions

### **Bookings**

Bookings will be taken online on our website via our Kids Camp page. Places will be allocated on a first-come, first-served basis. Bookings will close 24 hours before the following camp day in order to allow us to know numbers and plan accordingly. Due to government guidelines, we will be running with reduced capacity and reduced hours (8.30am-5.30pm). Lunch orders are made the Wednesday before the following week, so any bookings made after this, will be required to bring a packed lunch.

### **Payments**

All payments will need to be made at the time of booking by Credit/Debit card or childcare vouchers. If paying by childcare voucher please enter "CCV" in the promotion box when at the checkout screen. This will deduct 50% of your payment which we will take as a deposit. This will then be refunded straight to you once we have received your payment. Please note: childcare vouchers must be received within 7 days of confirmation of booking.

### **Colets' Junior Member Discount**

Your child's membership must be current at the time of booking & at the time of the session booked to receive our members' discount

### **Notice of Termination**

We reserve the right to terminate your child's place at Colets Camp immediately if a breach of Terms & Conditions occurs, or if it is considered to be in the best interests of the centre or welfare of the other children.

### **New Child Policy**

If your children have not attended Colets Camp before, please contact the Junior Activities team to receive your welcome pack & to arrange a pre-Camp visit if necessary.

## Covid-safe practice

### **Bubbles**

Children will be allocated to a group and will likely remain in this group (bubble) for any future sessions booked at Colets for this camp. Staff in each group will also not mix for the duration of the camp. Each group will contain up to 15 children with 2 staff per day. There will also be an additional camp manager on site who will not be allocated to a bubble, as well as other Colets staff including the Colets daily Duty Manager.

Where possible no changes will be made to groups for the week, however due to the nature of our offer and children not attending a full week provision, in some cases we may need to accept additional children into a different bubble not exceeding the 15:2 ratio.

### **Outdoor provision**

To stay as safe as possible we will try to stay outside for as much of the day as possible. Please ensure children come with appropriate clothing for the predicted weather. We will aim to give you as much notice as we can. Due to the virus, there will be no swimming, so it will not be necessary to pack swim kits.

***UPDATE: During extreme weather cases, (i.e. excessive heat, thunderstorms) the bubble will be able to use the Colets building. If drop-off/collection will be from inside the building, parents will be notified on the day by email.***

### **Drop off/collection**

To meet OFSTED & Fire Safety regulations children MUST be signed in & out of Camp by a responsible parent/guardian age 14+. Please inform the Junior Activities Co-Ordinators during registration if someone else is collecting your child.

Please take your child/ren straight to the registration point on the field, which can be accessed via the back car park, **there is no need to go inside the Colets building**. Children will then be signed in and out by a Camp Supervisor, where we will ask you to declare that the child does not have COVID, is not suffering from any symptoms of COVID or has been in contact with anyone who is, should not be isolating and who will be collecting them that afternoon. They will be asked to sanitise their hands and will be taken to their groups by a member of staff from their bubble. We would ask that drop off/pick up is limited to one parent/carer per family and that you do not gather and chat on site around these times. Drop off time is strictly **8.30-9.30am** and pick up is **4.30-5.30pm**. For your children's enjoyment and safety, they must attend whole sessions.

### **Food and Drink**

During lunch and snack time children will stay within their bubbles and not mix with other children from other groups. Lunches and afternoon snack (fruit) will still be included in the price and will be provided by the external catering company who also provides the nursery with their food. If your child will be bringing a packed lunch, please select this option when booking. If your child has any allergies, please speak to the camp management about how best to manage them during their time at camp. As before, please provide children with a nut-free morning snack. We would also ask that you provide your child/ren with a named, wide-topped water bottle which we can refill during the day as we will not be using cups at this time. No sharing of food/drink is allowed.

### **Hygiene**

Staff and children will clean their hands more often than usual, using hand sanitiser and water & soap. They will be asked to clean their hands on arrival, before and after eating and before and after each activity. Staff will ensure that physical contact is kept to a minimum, no high-fives or hugs and will go over good hygiene practices every morning at registration and will also promote and remind children throughout the day. We will have a 'snuffle station' at each group's base, where children can safely sneeze or blow their nose into a tissue and dispose of it hygienically with the 'catch it, kill it, bin it' campaign. Masks and gloves will be available for staff at camp. They will be compulsory when applying first aid.

### **Cleaning**

There will be no multi-use of equipment by groups at the same time. We will endeavour to provide equipment for each bubble, but if being shared will be thoroughly washed between uses. At the end of each camp day, staff will clean all surfaces and equipment used ready for the following day.

### **Toilets**

The toilets that the children are using will be cleaned by management after and between each bubble have used them. There will be signage up in the toilets to remind children how to wash their

hands as well as reminders from the staff. We also have a cool new song which children can learn to ensure that they are washing their hands for the correct amount of time and in the right way, after all, it's not our birthdays every day!

### **Preventing the spread**

We are respectfully asking that those who have coronavirus (COVID-19) symptoms, or who have someone in their household who does or have been advised by NHS Test & Trace to self-isolate, do **not** attend our setting. Isolation protocols will be carried out if a child or staff member starts to display symptoms during the camp day. Parents must inform us if their child starts to display symptoms after attending our camp. We would also recommend that children do not attend multiple childcare settings at this time in order to reduce the risk of spreading the virus. Children or staff who are unable to follow COVID-19 policies will be asked not to return to camp during this time.

For more information, please see our child-friendly COVID-19 guide and Colets Camp Risk Assessment. <https://coletshealthclub.co.uk/families/camp/>

## COVID-19 FAQs

### **OUR CAMP IS COVID-SECURE ✓**

**Rest assured, we will be operating our camp with your children's safety and wellbeing at the forefront, following our Covid-Safe Operating Procedures advised by the latest guidelines from the government and our Health and Safety advisors.**

#### **What is the booking deadline for sessions?**

Holiday club sessions can be booked up until 24 hours before you need them, subject to availability. Please note that we advise customers to book their sessions as soon as they know their childcare requirements, in order to avoid disappointment, as we can book up fast. Lunch orders are made the Wednesday before the following week, so any bookings made after this, will be required to bring a packed lunch.

#### **What's your cancellation policy for Colets COVID Holiday Clubs?**

In the extraordinary circumstances that the Covid-19 pandemic presents, we have altered our cancellation policy for COVID-safe camp bookings. This is to give you peace of mind and confidence in an uncertain time. Our policies in various circumstances are as follows:

Closure of Holiday Club due to local or national lockdown measures – Credit will be held for any money paid for 12 months from the reopening of Colets Camp.

Closure of Holiday Club due to another child in attendance or staff member testing positive for Covid-19 – Customer can choose credit held or can receive a full refund for any money paid.

Closure of Holiday Club due to Colets staff shortages – Customer will receive a full refund for any money paid.

Parent cancellation due to their child contracting Covid-19, or needing to isolate due to a family member contracting Covid-19 – Customer must notify us by email 24 hours prior to the start of the affected day, and a credit note will be offered to the value of the missed sessions.

All other requests for changes, cancellation or refund must be made directly, by email, to the Junior Activities Manager using juniors@colets.co.uk at least 10 days before the booked camp date. We will respond within 2 working days. If you have not heard from us within that time frame it is essential you contact us again.

Any refunds will be made back to the card that was used to book. Childcare vouchers cannot be refunded and will be kept as credit. Credit notes will be valid for 12 months from the cancelled date or camp reopening date.

**Can my child be placed in the same bubble as their friend/sibling?**

We are unable to guarantee that friends/siblings will be placed in the same bubble however if they are the same age it is fairly likely that they will be.

To allow us to create bubbles in line with government guidelines, children will be grouped based on their ages. We can therefore unfortunately not guarantee that your child will be in the same group as their friend, even if they are in the same school year.

To avoid disappointment, we would like to remind you that bubbles will not mix with other bubbles throughout the day.

**Will your activities be the same as previous camps?**

We will be reintroducing both pool sessions and soft-play for our May Half-Term camp. We will still be closely following COVID-19 safety principles, however, rest assured, we will ensure your child has as much FUN as possible whilst at Colets camp!

**What measures have you put in place to make your club covid-secure?**

We take the health and wellbeing of the children in our care, and that of our staff, extremely seriously. We have been working hard to implement changes to our programme to allow us to operate safely within the current Public Health England parameters, whilst still ensuring the children in our care have as much FUN as possible.

For Colets Health and Fitness in general, the Club has worked closely with Industry-specific Health and Safety Advisors in preparation for re-opening. We have conducted robust Club-wide Risk Assessments leading to an extensive action plan and we have undergone an independent pre-opening audit. Our Risk Assessments can be seen on our website under the FAQs on the “Re-Open” page.

**Why won't you be taking temperatures upon arrival?**

Thermal scanners are effective in detecting people who have a fever (i.e. have a higher than normal body temperature). They cannot detect people who are infected with COVID-19. Temperature readings from temperature screening systems will measure skin temperature rather than core body temperature. In either case, natural fluctuations in temperature can occur among healthy individuals. These readings are therefore an unreliable measure for detection of COVID-19 or other diseases which may cause fever. Furthermore, infected people who do not develop a fever or who do not show any symptoms would not be detected by a temperature reading and could be more likely to unknowingly spread the virus.

**What if my child requires medication while at Colets Camp?**

We 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 Junior Activities manager or camp supervisor on arrival, who will complete the necessary paperwork. All medication should be handed to the Junior Activities manager or camp supervisor and must be in its original packaging, with the prescription label clearly showing the child's full name.

**What does my child need for the day?**

Due to strict hygiene regulations, and to limit any possible risk, we kindly ask you to please follow the guidelines below as closely as possible. Your child will need:

- A nut free morning snack in a named lunch or snack box
- A wide-topped refillable water bottle labelled with their name. Water will be available to refill bottles but, due to hygiene restrictions, cups will not be available
- Sun cream (if necessary)
- Comfortable, weather appropriate clothing. We will be outside as much as possible, regardless of weather
- **A pencil case with pens/pencils if they want to colour or draw**

No other toys or electrical items, including mobile phones, should be brought into camp and please remind children not to share at this time. We recommend you name all your child's clothing and belongings so lost items can be reunited.

**What happens if my child becomes unwell whilst at Colets Camp?**

Please do not send your child in if they are unwell or showing any symptoms of COVID-19, including a fever or high temperature; a new & continuous cough or a loss or change of smell or taste. Please stay at home and visit [www.nhs.uk](http://www.nhs.uk) for further information and advice on how to get tested.

If anyone becomes unwell or develops any symptoms of COVID-19 during the day, in our setting they will be sent home and advised to follow the government staying at home guidance.

If a child is awaiting collection, they will be moved, if possible and if appropriate, to a room where they can be isolated behind a closed door. We will be mindful of individual children's needs – for example it would not be appropriate for children to be alone without adult supervision. Ideally, a window will be opened for ventilation. If it is not possible to isolate them, we will move them to an area which is at least 2 metres away from other people. The member of staff supervising the child will wear PPE and the area will be deep cleaned once the child has been collected.

If they need to go to the bathroom while waiting to be collected, they will use a separate bathroom if possible. The bathroom will be cleaned and disinfected using standard cleaning products before being used by anyone else.

If they need clinical advice, they (staff member, parent or guardian) should go online to NHS 111 (or call 111 if they don't have internet access). In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.

If a member of staff has helped someone who was taken unwell with COVID-19 symptoms, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell and remove and dispose of their PPE.

### **What happens if someone at the camp tests positive for COVID-19?**

If a child, or member of staff, tests positive for COVID-19, all relevant government and Public Health England guidance will be followed.

In most cases, closure of a Colets Camp will not be needed but this decision will be ours, along with advice from Colets Health and Fitness managers and directors, and will be based on various factors such as establishment size and risk of further spread.

This is a fast-evolving situation and we will monitor and share any new advice at the earliest opportunity.

Whilst we understand that the current situation is causing concern, there is no need for alarm. You do not need to keep your children away from the setting unless they have been to, or have been in contact with someone who has been infected.

We would also ask that you do not send your child to multiple childcare settings at this time to avoid the risk of spread and cross-contamination.

Safeguarding the health and wellbeing of all children and staff at Colets Camp is our top priority.

### **What do I do if I think I will be late picking up?**

In the unfortunate situation where you think you might not be able to pick your child up on time (5:30pm), please contact Colets as soon as possible on 020 8339 6993.

They will then contact the camp manager to inform them of your situation. We will always keep your child safe, with two members of staff, until your arrival. Please note we may charge a late fee if you arrive at the club after the agreed pick up time.

A late fee is charged to cover the additional staff costs incurred by a late pick up, as well as further associated operational costs.

**Does my child need to wear a face covering and/or gloves?**

It is not compulsory for children to wear these items, but if they would feel more comfortable wearing them, then they are more than welcome. They are also welcome to bring their own tissues and hand sanitiser if they wish.

**How will you communicate with parents during this time?**

Due to the large number of parents who we will need to be in contact with, we will manage the majority of our parent communications over email. Please ensure you are opted-in to email communication if you wish to receive these updates. Check your mailboxes if you are expecting an update from Colets camp. We will also use our website and social media channels (Facebook, Twitter, Instagram) for updates.

**What safeguards are in place for clubs that are running?**

Our focus during this time is to maintain the health and safety of the children in our care, their families and our employees. As a business we are strictly following the government's latest guidelines as we receive them and have created a new set of Standard Operating Procedures. See our Covid reopening guide for an outline of our policies.

**How can I talk to my child about coronavirus?**

What's happening in the world at the moment can be a little frightening or confusing for anyone, including children. However, there are some great tools available to help you talk to your children about this:

- [BBC](#)
- [Childline](#)
- [Young Minds](#)

We have also created a child-friendly version of our COVID-19 guide, which can be found by [clicking here].

We hope this has helped with any questions you may have about camp, if you have a question that hasn't been answered here then please contact [juniors@colets.co.uk](mailto:juniors@colets.co.uk)

The JA Team