

## Registration of your children

For children to attend our activities we require parents/guardians to register their children on our online booking system, should parents/guardians require assistance with this please contact us for support by calling Cindy on Tel 07590 912509.

All other enquiries regarding enrolments and bookings should be made via email to [info@reikithepeople.com](mailto:info@reikithepeople.com)

When children are booked into an activity, a note of each child's specific needs/allergies requirements is provided by our administrative system; those notes are then provided for the members of staff working each day in a confidential file to ensure that staff are always aware of the needs of the children each day.

The information that parents/guardians provide us with is retained on the parent/guardian's account until the parent/guardian updates or deletes it.

The information that is needed is:

### **1) About the parent/guardian:**

Name

Address

Contact telephone number & Emergency contact number Email address

### **2) About the child/ren**

Name/s

Gender

DOB

### **3) Whether your child has any specific medical requirements:**

We require notification of medical conditions such as diabetes, severe asthma, and any allergies that may require medication, and or medical attention. If in doubt, please contact [info@reikithepeople.com](mailto:info@reikithepeople.com)

Please ensure that if your child needs to be administered medication during their time with us that you have given us full details and completed a medical form – these forms can be requested from the bookings manager via [info@reikithepeople.com](mailto:info@reikithepeople.com); or completed upon arrival at the venue and handed to the member of staff signing children in.

See our First Aid Policy and Procedure.

Failure to disclose any medical issues which we need to be aware of may result in your child being denied attendance as it is essential for the welfare of the children attending that we are aware of any medication on site

#### **4)Whether your child has any additional requirements**

At REIKI the PEOPLE we want to make sure that every child's needs are catered for. Please specify in this section if you would like to let us know anything that might help your child to settle in and enjoy their day with us more. For example, do they have a friend booked in that they would like to sit next to? Perhaps they need someone to remind them to go to the toilet, or don't like being in large groups?

Please give us as much information as possible so that we can make sure our staff are aware and so that your child is as content as possible.

### **Accident reporting**

If your child has an accident during their time with us, upon collection of your child, the relevant parent must sign an incident report form so that they are immediately and fully aware of anything that may have occurred to their child that day.

### **Mobile phones**

We recognise that parents may want to be able to contact their children during their time at REIKI the PEOPLE, but we would prefer your children not to bring mobile phones to our activities, or any device that has a camera. If they do, they will need to be left with the adults on site until the children are signed out at the end of the day.

### **Uncollected child**

There are many reasons why a child may remain uncollected at the end of the day, perhaps if a parent is delayed or confused about who is collecting or about the time of collection. **Should you be delayed in the collection of your child please call us on 07590 912509.**

**If we are not contacted and a child remains uncollected this occur, then we will follow the below procedure:**

- We will attempt to contact you using the information provided to us on your online account, it is essential this info is kept up to date.
- At least two adults will remain with the child until collected.
- We will not allow the child to return home alone or with an unauthorised adult unless we have your permission in writing.

- As we rent venues for our holiday clubs we do not always have the ability to stay on site when our activities finish, if we have to vacate the property before you have collected your child and we have been unable to contact you, or your emergency contact, by telephone, we will then call the appropriate local authorities. Please see our Safeguarding Policy for full details.